
Environment and Climate Change **2021**



Sanctuary



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FOREWORD



Many of the actions Sanctuary has taken over recent years have positively impacted our environmental performance. Through our focus on fuel poverty, we have launched a variety of energy efficiency programmes and delivered large pilots of renewable technology (there are 5,412 renewable components installed across Sanctuary's portfolio of homes). Alongside this all our new homes are built to high standards of energy efficiency. Improving the effectiveness of our operations has also led to a reduction in waste and a move to more environmentally sustainable practices.

However, recent years have also shown us that a quiet and steady approach to the environment is not enough. The effects of climate change have become increasingly apparent and, as the UK Government moves towards the 2050 net zero target, a range of new legislation is influencing the social housing sector. Sanctuary welcomes the increase in environmental standards this is expected to bring.

We also know that this is not a challenge that we face alone. I want us, as both an organisation and a sector, to proactively rise to this challenge while being honest about the difficulties it brings and open to innovation and knowledge sharing. This is why Sanctuary, along with four other founding members (Abri, Home Group, Anchor Hanover and Hyde Group), launched the Greener Futures Partnership to work together to reduce fuel poverty and improve living conditions for more than 600,000 residents.

The pace of change has only been accelerated by recent experiences of the Covid-19 pandemic, which has challenged the operating models of organisations across the globe as well as holding out the possibility of a greener, more sustainable recovery. It is therefore timely to publish Sanctuary's first standalone Environment Strategy.

As our climate changes we are also assessing the risk this might pose for us as an organisation as part of our risk management processes. However, the focus of this strategy is to set out the positive steps we are taking to work towards our environmental goals.

You may notice however that it does not set out specific overall year-on-year carbon reduction targets for Sanctuary to meet. This is intentional. We are committed to becoming a net zero carbon organisation before 2050 and feel that it is important to spend some time setting targets that will result in substantive change.

I am confident that our strategy and the actions we take will positively impact the environment and reduce Sanctuary's carbon footprint.

A handwritten signature in black ink, appearing to read 'Craig Moule', with a long horizontal flourish extending to the right.

Craig Moule
Group Chief Executive

OUR ROLE



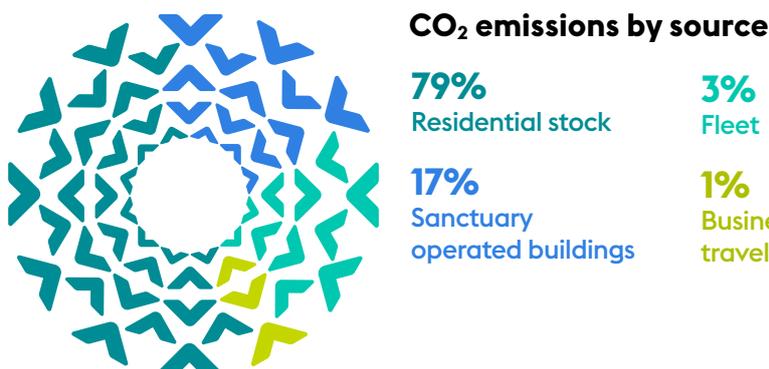
Sanctuary’s mission is to build sustainable communities where people choose to live. Understanding and reducing our environmental impact is closely linked to achieving this. Last year’s Annual Report and Financial Statements was the first time that Sanctuary published a carbon footprint calculation (57,578 tCO₂e). This was an exciting first step for us as an organisation in communicating our environmental impact and sharing what we are doing to limit it.

Emissions from financial year 2020/2021 are significantly affected by Sanctuary’s response to the Covid-19 pandemic (as you can read on page 7), therefore financial year 2019/2020 is being used as the benchmark for Sanctuary’s carbon emissions going forward. Building on this during 2020, we have worked with the Carbon Trust to take an in-depth look at our carbon emissions. This analysis focused on our scope 1 and scope 2 carbon or, in other words, the carbon emissions caused directly by the gas, vehicle fuel and electricity that Sanctuary has used.

However, we have gone beyond the calculation outlined within the financial year 2019/2020 Annual Report to also include the estimated carbon emissions from all of the homes that Sanctuary provides. Although we cannot directly control the carbon emitted by these homes, we do have an important role to play in making them warm, energy efficient places to live.

In fact, if residential properties were included within our calculations, they would make up a staggering 79% of Sanctuary’s carbon footprint which in 2019/2020 would have therefore totaled 287,872 tCO₂e. This means that if you placed carbon emissions from all the properties that Sanctuary own alongside the scope 1 and 2 energy we use, it is roughly equivalent to the entire carbon footprint (including industrial, commercial and transport emissions) of a town the size of Watford. This shows the scale of the challenge Sanctuary faces when decarbonising our homes and reducing our environmental impact.

As shown later in this strategy, Sanctuary has already been making progress on this journey with 59% of our properties now estimated at an EPC of C or above and 92% at EPC D or above. We remain committed to ensuring that all of our homes reach an EPC of at least C by 2030 and strive to reach net zero homes by 2050 both of which are important to making sure that our homes are warm and affordable for residents.



Invest, Engage, Advance, Grow



Resourcing large scale retrofit programmes is one of the biggest challenges facing our sector. We estimate that over the next 30 years we could spend between £7,000 and £13,000 per property on energy efficiency improvements on our homes. This would encompass works to as many as 65,000 properties and will require innovative approaches as well as building on Sanctuary’s experience of energy efficiency programmes over the last ten years.

Although a smaller part of our overall carbon emissions, we are also committed to reducing the negative environmental impact of our wider operations such as our offices, fleet of maintenance vehicles and travel policies. Sanctuary’s Environment Strategy therefore covers the breadth of operations carried out by our organisation, as well as the homes we provide. It also considers a broad range of environmental impacts, such as ecology, water usage and air quality, alongside carbon. The focus of this strategy is Sanctuary’s environmental sustainability however it forms part of our wider support of the United Nations Sustainable Development Goals. Throughout this document there is a particular focus on the contribution Sanctuary’s actions make on achieving goal 13 **Climate Action** but many of the case studies featured also show our impact on other goals such as **Life on Land** and **Affordable and Clean Energy** and on socially focused goals like **Good Health and Wellbeing** and **No Poverty**.

Sanctuary’s approach to limiting our environmental impact

We recognise that we still have a long way to go before our organisation is net zero carbon. Therefore this strategy summarises both the short-term priorities from our wider Environment Action Plan and key activities planned for the next few years.

Whether that is making our homes more comfortable places to live (Invest), adapting the way we work to limit our environmental impact (Advance), working with customers and staff to lead change (Engage) or ultimately having a more positive impact on the society we live in (Grow).

Improving Sanctuary’s environmental performance goes hand in hand with our wider corporate strategy, contributing towards all four strategic priorities.

Therefore throughout the rest of this strategy we will outline our plans for improving Sanctuary’s environmental performance against five specific, cross-cutting themes: **data, people, assets, procurement, and evaluation.**



Invest in homes and communities



Advance how we work



Engage with residents and stakeholders



Grow our contribution to society

We are always looking for new ideas and collaborations to help us move faster on this journey and I would encourage anyone with thoughts on the strategy to get in touch with our environment team:

environment.strategy@sanctuary-housing.co.uk

Donna Williams
Director – Sustainability and Climate Change



DATA



DATA



Data is at the heart of understanding our environmental performance. Sanctuary is a complex organisation that provides over 100,000 homes across a range of different operations, including housing, care, supported living and student accommodation. All of which creates a trail of data that needs to be gathered and understood in order to make good environmental decisions.

Over the past year we have made significant steps in understanding our environmental impact. This has highlighted, among other things, the impact of carbon emitted from our housing stock, how increased working from home has changed our energy use and the contribution made by renewables. We still have much further to go to understand our carbon emissions, in particular to build a full picture of all of those that fall within scope 3 – carbon usage that we influence but cannot directly control. We also know that our knowledge about the water we use is incomplete and is an area we need to work on. It is also important that we better understand the experience of our customers both during and after retrofit programmes and that we have a clear view of other environmental performance indicators such as our impact on air pollution or biodiversity.

Priorities



Assess scope 3 carbon footprint



Pilot new approach to Environmental Management Systems



Data visualisation project – making our environment data more usable and accessible



Improve energy efficiency data (both commercial and domestic properties)



Looking to the future

Set meaningful and specific carbon reduction targets across all key emission areas

Improve information on our water usage

Create a 360 degree view of our properties – linking environment with other aspects of asset management

During 2021/2022 we will:

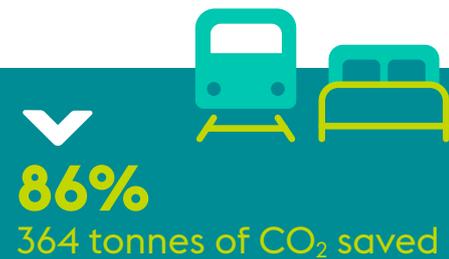
- Use data from the Covid-19 pandemic to set a new benchmark for Sanctuary’s carbon emissions



The environmental impact of the Covid-19 pandemic

For most of 2020, the Government’s advice was to ‘stay at home’. Sanctuary consequently paused business travel, supported employees to become temporary homeworkers where possible, reduced non-essential repairs, and implemented temporary office closures.

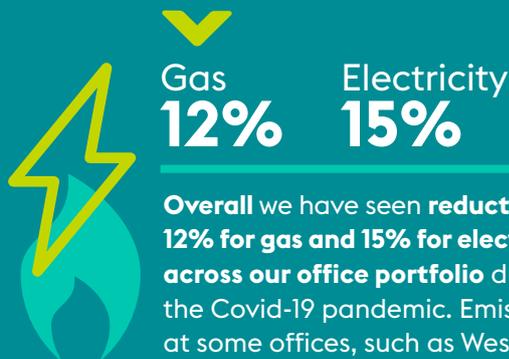
Throughout this time, we have analysed the gas and electricity used by our offices, fleet fuel reports, business travel mileage, and hotel stays to observe emission trends. From April 2020 to January 2021, we estimate that Sanctuary has saved over 2,177 tonnes of CO₂, compared to the same period in 2019/2020. This equates to powering and heating 640 homes in the UK for a year. Our next step is to understand how working from home and the reduction in commuting has affected our carbon footprint, although this has to be weighed against an increase in energy consumption in individual homes.



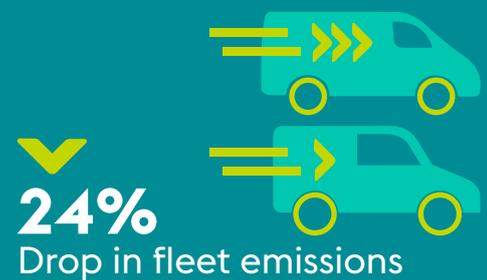
An **86% fall** in hotel and train bookings **saving 364 tonnes of CO₂** from April 2020 to January 2021.



Printing analysis shows a **30% reduction across all printing emissions**, saving **6,618,298** sheets of paper.



Overall we have seen **reductions of 12% for gas and 15% for electricity across our office portfolio** during the Covid-19 pandemic. Emissions at some offices, such as West Bromwich, have decreased by **as much as 50%**.



Following an **initial 68% reduction in fleet emissions** when lockdown restrictions were first put in place. Overall, **Fleet emissions fell** from April 2020 to January 2021 by **24%** in comparison to the same period the year before.

PEOPLE



PEOPLE



This aspect of the strategy considers all the ways that people can help Sanctuary to improve its environmental performance. This requires engagement with a broad range of stakeholders from looking at how we work (our staff), to how we live (our customers) and what we can learn from others (partnerships).

Several of the case studies included within this section show how our operations have become more sustainable as a result of new practices we brought in due to the Covid-19 pandemic. The challenge for coming years will be to maintain this momentum and use it as a springboard for further reduction of waste and travel.

As outlined in the foreword to this document, working in partnership with others is a vital aspect of Sanctuary’s Environment Strategy. Alongside launching the Greener Futures Partnership we are also collaborating on a range of other environmental initiatives. This includes teaming up with the University of Worcester, Platform Housing Group and consultancy Loreus on a new approach to the implementation of environmental management systems within the social housing sector. Working closely with our supply chains is another way that we can share knowledge and deliver more, as shown in many of these case studies.

Customers are at the heart of our Environment Strategy. Providing a warm energy efficient home does much more than reduce Sanctuary’s carbon footprint. An energy efficient home is one that is affordable to heat, helping to reduce fuel poverty, and a warm home promotes good health and wellbeing. Designing our schemes to make the most of green spaces is of equal benefit to both our customers and biodiversity and reducing air pollution has health benefits for society as a whole. Ultimately all of these actions supports the creation of a fairer society for future generations and the reduction of inequality.

This coming year will see a higher level of engagement with customers on environmental issues as we seek to develop strategies that deliver on all of these aims.

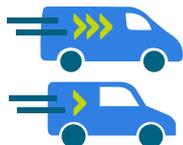




Priorities



Increase use of paperless solutions



Publish new fleet strategy



Join up waste management strategies across all of Sanctuary's operations



In-depth analysis of resident engagement on retrofit programmes



Build a platform for staff engagement on environmental issues



Looking to the future

Digital first approach to customer communications

Year-on-year waste reduction targets

Embedding a new office strategy

Use Sanctuary's buying power to secure best value energy tariffs for customers

During 2021/2022 we will:

- Set targets for the electrification of our fleet and start initial pilots
- Work with our National Resident Scrutiny Panel to build a community of interest to engage with customers on environmental issues
- Launch collaborative projects with other Housing Associations



The Bridge at Unstone, Derbyshire:
The MORE project is working with the Parish Council to upgrade a nature trail and play area linked to our new development site by the river.



Place Shaping

Sanctuary’s approach to place shaping aims to support the relationship between people and environment. A positive relationship between the two, both enriches the physical environment, and contributes to building healthy and sustainable communities. This helps Sanctuary achieve its mission to provide homes in places where people choose to live.

Place shaping seeks to overcome dilemmas which arise from the relationship between people and environment. For example change of land use is one of the greatest threats to local habitats and species decline but it is essential in providing new sustainable homes and supporting the global economy. Therefore, we are intensifying our approach to enhancing biodiversity and habitat creation and adding nature friendly features to our house types and garden designs. We are working hard on carbon reduction, sustainable energy sources, fabric first approaches and energy saving. We are scoping new water saving initiatives such as radiators which use much less water and will be compatible with low carbon heating systems.

Applying the United Nations Sustainable Development Goals to our thinking, broadens what we can achieve. Sanctuary’s MORE programme adopted this framework as its starting point in stimulating community activity in all the places where we develop homes. Within the current development programme, we have supported local planting, forest work, nature trails, habitat creation, litter picking, garden design for people with disabilities, outdoor classrooms, rural experiences for disadvantaged urban communities, and an eco-school project which is currently growing into a social enterprise.

As well as land, the United Nations Sustainable Development Goals focus on water. At Sanctuary, sustainable drainage systems (SUDs) are considered as part of planning process for all new developments. These systems ensure that local flooding risk is not worsened by any new development, but also can create new habitats such as ponds, ditches and recesses that are left for wildlife or can also be enhanced with planting by communities and adoption of rain gardens. Sanctuary is compiling a list of all of its SUDs systems with a view to considering best ecological management and much wider involvement with communities.

We capture learning from a variety of sources – from the information we provide to residents on how to use new heating systems, to the work we do with primary and secondary schools focusing on ecology. Environmental practice is innovating all of the time so engagement with customers and stakeholders is essential to providing spaces that are the best they can be.





Accelerating the move to paperless processes

Sanctuary's Corporate Shared Service Centre (CSSC) was already looking at ways to reduce paper usage when Covid-19 pandemic restrictions started. In line with government guidance staff at the CSSC temporarily moved to work from home. Rather than seeing the resulting difficulties printing documents like payslips and employee contracts as a problem, the team took this as an opportunity to accelerate the timeline towards a paperless operating model.

This included the move of all approvals to an electronic process, full digitisation of employee contracts and a drive to obtain email addresses for as many frontline employees without system access as possible.

Almost eliminating the need to print within these processes has saved ink, energy and time as well as over 77,060 sheets of paper per year and the new and improved ways of working are now part of Sanctuary's 'new-normal'. It's estimated that this, as well as other paper savings across Sanctuary, has saved over £350,000 during financial year 2020/2021 and is part of a wider reduction in printing across the organisation of over six million sheets of paper.



Microsoft Teams

Over a 12 month period, Sanctuary has rolled out Microsoft Teams and associated hardware to 3,000 employees enabling collaboration and effective video conferencing across the business. The results have been dramatic with senior management teams from across the organisation agreeing that this has led to a long-term change in expectations regarding business travel. This cultural shift will be vital to securing the carbon savings experienced in 2020 on an ongoing basis.



Sanctuary's Stoke office which forms part of the plot



The future of working

While many of Sanctuary's offices have continued to provide business-critical services during the past year, most of our office-based employees are now set up to work from home. As part of our drive to minimise carbon emissions and create a modern workplace, the Future Working Pilot has been set up to trial new ways of working.

The pilot offers a range of opportunities, such as enabling some employees to become permanent homeworkers, providing opportunities to work from 'community hubs' in existing housing and supported living schemes, handing back some offices once leases expire, and repurposing offices as 'collaborative hubs'. Currently, this will take place across the North Midlands area. This includes our Stoke, West Bromwich, and Telford offices, which are within 50 miles of each other.

As well as considering how staff find these new ways of working and how they impact productivity, we will examine how the ambitious pilot will impact our carbon footprint. We will explore and report on gas and electricity emissions, water consumption, and employee travel emissions, with the expectation that there will be significant reductions. It is estimated the potential closure or repurposing of offices under the pilot, based on their current emissions, could generate savings of up to 66 tCO₂e and up to 1,300 m³ of water per year.

A greener way to clean

In a first for Sanctuary, the Estates teams in the North West have been piloting a new, chemical-free method of cleaning. The iClean Mini, now used by over 25 cleaners, is a handheld, portable device with the ability to turn tap water into a non-toxic sanitiser, deodoriser, and cleaner – all at the click of a button. The product creates an oxidising solution that is stronger than bleach, but without the fumes and toxic residues traditionally left behind by cleaning processes.

For Sanctuary, implementing the iClean Mini significantly reduces single-use plastic. The long-lasting device, purchased for each cleaning operative, replaces weekly deliveries of plastic bottles of cleaning product with a long-life alternative. This reduces avoidable waste, mileage from deliveries, potential pollution by chemicals and emissions from the production of packaging. It is also hoped that the device will reduce annual cleaning product costs by up to 75%.

Seven days after the oxidising cleaning solution has been created in the device, it reverts to water. Unlike before, the challenge of safely disposing of chemical products is now minimised, as water can simply be poured down a drain.

Following positive feedback, Property Services are hoping to expand the product in the next financial year to other regions.

ASSETS



ASSETS



As outlined in the introduction to the strategy, domestic housing is Sanctuary’s greatest source of carbon emissions and its decarbonisation is one of the biggest challenges facing the sector. Improving the environmental performance of Sanctuary’s assets is therefore crucial to the Environment Strategy. As our whole home retrofit case study shows, we are already making progress in this area. In particular we are pleased to have met the Government milestone of moving as many properties as practicable to EPC band E by 2020 and are on track to meet requirements for all of our homes to be EPC band C by 2030.

As well as providing domestic housing, Sanctuary operates over 100 care homes, 33 complexes of student accommodation and 29 offices. Implementing a programme of energy efficiency for our commercial estate is therefore also a key priority.

Between 2020 and 2023 we expect to deliver 6,000 new homes across a range of tenures. This provides Sanctuary with the opportunity to get environmental performance right from the start. Partly we will do this by reducing the carbon embodied in the construction process however, by creating building specifications that promote environmental performance, we also have the opportunity to directly lower the amount of carbon our customers will use when running their homes.

The ‘Assets’ aspect of the Environment Strategy therefore considers the need to develop solutions that will work for the whole lifecycle of our properties, from how we build homes through to how we maintain them and how we make sure they will be fit for the future.

Priorities



Retrofit to EPC C and beyond



Publish organisation wide strategy on the future of heating



Build environmental performance into the asset plans of all commercial buildings



Develop a better understanding of the impact of our operations on ecology



Looking to the future

Harness the power of decarbonisation funding streams to do more and move faster

Harness the power of Technology (such as Internet of Things) to monitor and improve environmental performance

Move to net zero homes via greening of the grid and renewable technologies management

During 2021/2022 we will:

- Invest £12 million to upgrade the energy performance of over 2,000 homes



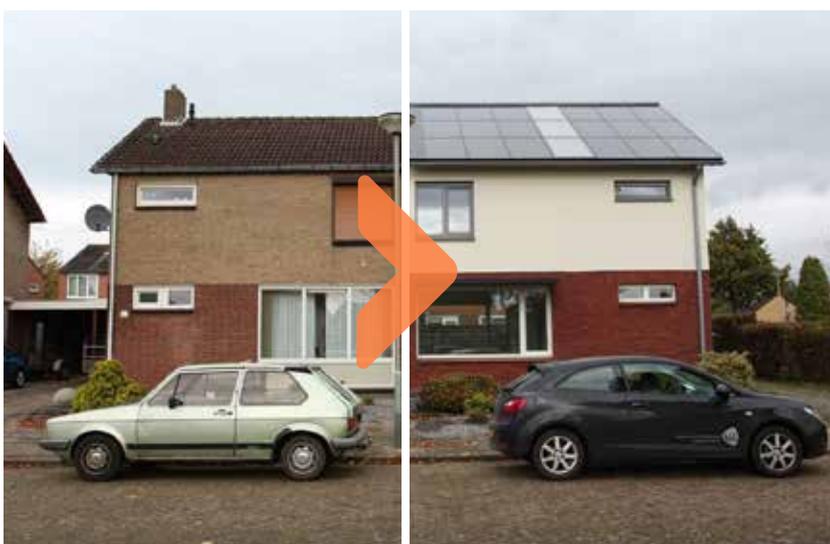
Fighting fuel poverty through retrofit

In response to the introduction of the Government’s Fuel Poverty Strategy in 2015, Sanctuary has conducted various whole house retrofit programmes.

In November 2015, prior to these programmes, our average EPC score was 65, a band D. In February 2021, as we ramp up retrofit intensity and innovation, our average EPC score is now 71.3, a strong band C. Around 60% of our properties are now band C or above, with less than 0.5% remaining at bands F and G.

We have retrofitted over 1,000 properties using a whole-house approach. This started with a pilot of 92 properties with E, F or G ratings within the West Midlands implementing a range of works with a target of achieving high EPC C rating. Learning from this pilot acted as the foundation for our ‘Low SAP Improvement Programme’. Under this programme properties with an EPC below band C are identified and targeted to benefit from a package of measures such as property-wide insulation, new A-rated heating systems, draught-proofing, replacement glazing, and installing renewable, low-carbon technologies.

We also continue to complete innovative smaller-scale pilots such as a recent project in Paignton which saw works to eight Sanctuary properties in partnership with Zebcat through an Energiesprong method, making Sanctuary one of the first housing providers in the UK to pilot the Dutch approach. All properties involved are now zero carbon and require minimal energy to heat.



Example of an Energiesprong property

| (kWh/yr) | Before | After |
|--------------|---------------|----------|
| Heating & HW | 18,000 | (2,000) |
| Appliances | 3,500 | (2,300) |
| Generation | 0 | 4,300 |
| Total | 21,500 | 0 |



Using Modern Methods of Construction (MMC)

MMC includes a range of processes that encompasses various types of pre-manufacturing, site-based materials and process innovation. MMC processes seek to streamline cost and contribute to low-carbon, environmentally sustainable development in a variety of ways such as reducing waste and transport as well as often involving materials that use less carbon in their manufacture. Last year alone, 1,346 homes under construction by Sanctuary used MMC techniques.

Ellerslie Road, Glasgow



Sanctuary, with construction partner CCG, has developed Scotland's tallest timber framed building at its £6 million Ellerslie Road development in Glasgow. The building used cross laminated timber as an environmentally sustainable alternative to steel and concrete. Not only is this seen as a more sustainable option, but timber frame also speeds up the construction and therefore the delivery of affordable homes. The development provides 42 flats for mid-market rent and the flagship project was backed by a £2.6 million grant from Glasgow City Council. Sanctuary is also directly delivering sites using timber frame processes within its in-house construction team, including at Sanctuary's 110 home site in Drakes Broughton, Worcestershire.

Supporting biodiversity

Sanctuary has a new cross-departmental environment strategy sub-group, looking at increasing biodiversity and nature positive elements across all of our operations. The subgroup voted biodiversity as one of its top environmental priorities when building and maintaining homes. This is important because of rapid species decline.

An example from our development programme of positive action for endangered species is Sanctuary's work with the charity Hedgehog Street. At our Cooks Lane, Sittingbourne and School Hill, Mertsam sites we have installed hedgehog highways which provide access holes in fencing to link gardens. Hedgehogs can cover 2km each night in search of food. At the Cooks Lane the site team also purchased hedgehog homes which have been delivered to eight different local schools, a home-schooling group, the local scout group, and organisations that support disabled children and young people. The delayed Environment Bill currently asks that all new developments show a 10% net increase in biodiversity and the Environment Strategy sub-group is developing proposals for how this increase can be achieved in future.



One of Sanctuary's hedgehog homes



PROCUREMENT



PROCUREMENT



Procurement touches everything we do as an organisation. The environmental credentials of the suppliers we use and the products we buy is important but environmentally sustainable procurement is much more than this. We are seeking suppliers who can provide innovative solutions, through open and challenging specifications. This part of the strategy will ultimately consider the entire lifecycle of what we buy including calculating value based on whole life costs and choosing products that can be disposed of in environmentally friendly ways.

Our procurement processes are also a great opportunity to identify suppliers who are offering innovative ways to reduce our environmental impact. This section demonstrates some of the ways we are already working with our suppliers to deliver positive environmental outcomes. Therefore our priorities in this area include seeking inspiration from our supply chain as well as ensuring our specifications embrace environmental considerations as an integral part of assessing value for money.

Priorities



Gain a better understanding of environmental performance of supply chain



Identification of key suppliers impacting environment performance



Identification of quick wins, where better environment specification can be achieved with little additional cost (see green electricity case study)



Increase the emphasis on environmental performance within tender processes



Looking to the future

Environmental performance embedded in supplier selection

Green Sanctuary's gas supply

Move to highly environmentally efficient products

Strategy in place for each operation to reduce waste and buy less

During 2021/2022 we will:

- Develop a new strategy for environmentally sustainable procurement



Greener energy

The implementation of the Environment Strategy will ultimately see Sanctuary using less electricity however this will take time and, no matter how much reduction is achieved, some energy will still be needed. During 2021 Sanctuary will take the first step towards greening our energy supply by purchasing 100% of our energy from renewable sources. It is hoped that over time Sanctuary will also be able to green its provision of gas and look to generate more energy through renewable technology on our buildings.



Recycling Lives

Sanctuary's construction operation has been making the most of its construction waste through a pilot with Recycling Lives. Recycling Lives provides a tailored approach to removing waste, aiming for 100% recycling rates. In addition, their social ethos is at the heart of their business, providing work opportunities for ex-offenders, working to end food poverty and homelessness.

Recycling Lives has provided waste recycling for Sanctuary's active in-house construction sites. Construction is not a 'clean' industry, so to achieve 100% diversion is challenging. However, the business provides a waste management portal so that Sanctuary can monitor its waste levels, recycling rates and spend. This year 93.8% of waste has been diverted from landfill in addition to 10% of turnover from the contract having gone to a social cause.



Recycling Lives waste removal lorry

EVALUATION



EVALUATION



Evaluation underpins effective environmental decision making. Monitoring and measuring the impact of our actions is necessary to ensure continuous improvement and inform future strategy. This is particularly important considering the level of investment that will be needed to decarbonise our operations and the reliance on new technologies to do so. As the UK is the first major economy to legislate for net zero carbon, there are sector-wide uncertainties about how to meet this target and significant levels of innovation will be required, which goes hand in hand with effective evaluation.

The case studies in this section show how we are setting up structures within our organisation to do exactly that, alongside examples of evidence-based evaluations that are already underway.

Priorities



Standardise data collection of customer experience of retrofit



Add environmental criteria to Return on Investment calculations for business decisions in key areas such as Technology



Design handful of key pilots with innovative decarbonisation technologies



Looking to the future

Quantify the carbon and other environmental benefits of the Environment Strategy

Move to target-based reporting of environmental performance

Continuous improvement of our environmental decision making – learning from each programme leading to a better outcome in the next

During 2021/2022 we will:

- Develop a scorecard of environmental performance metrics
- Publish findings on Sanctuary’s experience of renewables



Craigbank

In partnership with Glasgow City Council, a pilot project of ten mid-market rental homes at Sanctuary's Craigbank development is due to be monitored for energy efficiency, heat retention, humidity and liveability. The ten homes were built in pairs to five different building standards, Silver all aspects, Gold aspects 1&2, Gold all aspects, Platinum and Passiv. These elements included PV, superglass and hemp insulation, energy efficient gas boilers, and air-source heat pumps.

Technology to monitor internal heat and humidity as well as external environmental factors will be installed in 2021 as soon as it is convenient for residents after restrictions associated with the Covid-19 pandemic are eased. A questionnaire has been designed to help determine the experiences of residents, such as their view of how comfortable their homes are, their energy costs and user friendliness of heating systems. The monitoring will run for at least a full year and will help us with future cost and efficiency modelling.

Craigbank, Glasgow



Green Survey for Students

In the summer of 2020, Sanctuary Students released a Green Survey to understand more about how environmental change could be enacted within accommodation sites. This was met with an excellent engagement rate, with 435 responses from students in seven cities.

When asked about waste, over 70% of students responded that they knew about the recycling facilities that were available to them. Although 40% of students responded that their hall or site had enough recycling facilities and they did enough recycling, we feel we can do better than this by endeavouring to provide as much recycling as possible.

Furthermore, 63% of students surveyed said that they would like to be more involved in green initiatives at their site, which is extremely positive. Consequently, we are planning the launch of initiatives that promote student empowerment in environmental sustainability and build on this enthusiasm. We also intend to release follow-up surveys to continually evaluate how we can improve our environmental sustainability offer to students.



Housing Officer,
Rajwinder Garcha



Reducing time on the road and increasing time with customers

During the course of 2020 a pilot was launched to revise the patches of 34 Housing Officers across the West Midlands. This, combined with agile working solutions, is aiming to decrease the amount of time staff spend driving between schemes as well as reduce the need for trips into the office. It is hoped that this will increase the amount of time frontline staff can spend with customers and out and about with communities. The outcomes of the pilot are being carefully monitored to assess whether expected benefits are realised in terms of improved customer outcomes, staff wellbeing and reduced fuel usage. This will then form the business case for considering a wider rollout across the operation. We currently expect to save at least 50 tCO₂e during the pilot period (April 2020 to June 2021).

Environment Strategy Working Group

In May 2020, Sanctuary set up a group of 24 specialists from each area of the organisation to drive environmental performance. This has enabled us to not only align and unite when setting out environmental ambitions, but also drive project evaluation and data capture.

The Environment Strategy Working Group maintain a Project Tracker, evaluating environmental impacts from over 20 projects across the Group: from making Blacon Adventure Playground net zero, to the energy efficiency gains from installing PIR sensor lights across Sanctuary's Worcester Offices. The Working Group are encouraged to promote, discuss, and evaluate any environmental sustainability projects they may be embarking on for knowledge sharing and monitoring.



This strategy outlines the key areas of focus for Sanctuary when improving our environmental performance. It is a recognition that reaching net zero will take 1,000 small actions as well as a few big ones.

We believe that collaboration both within and outside of the sector is key to achieving great environmental outcomes. If you found this document interesting and have ideas that would help us on our journey, Sanctuary's environment team would welcome you getting in touch at:

environment.strategy@sanctuary-housing.co.uk

Accessibility

We want this strategy to be accessible to all. If you would like it in a different format, call **01905 334000** or email **externalaffairs@sanctuary-housing.co.uk**.

Sanctuary

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[Sanctuary Group](https://www.youtube.com/channel/UC...)

[#LifeatSanctuary](https://www.instagram.com/WeAreSanctuary)

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