



Magna Housing  
**Environmental, Social and Governance Report**  
**2024/25**

# Contents

- 03      Introduction**
- 04      Aligning ourselves with the UN Sustainable Development Goals**
- 05      Our commitment to ESG through our Better Futures strategy**
- 06      Key highlights for 2024/25**
- 07      Environmental**
- 09      Social**
- 11      Governance**
- 12      Looking ahead**
- 13      Appendix**



# Introduction

**Two years ago, we published our first Environmental, Social and Governance (ESG) report, marking the beginning of our sustainability journey as an organisation. Our 2023/24 ESG report introduced the development of our Better Futures strategy, setting the foundation for the progress we are now proud to share.**

Today, we can reflect on how ESG is increasingly being embedded across Magna. The 2024/25 Better Futures Strategy, approved this year, is a clear reflection of that cultural shift. This integration is visible at every level from the Strategic Board, its Committees, and the Executive Board, increasingly these ESG values are now being championed as a vital part of our organisational DNA.

These values are appearing across the business, from front line services, our investment decisions, and in our supply chain. This growing integration reflects the aspirations of our customers for their communities, the environment, and the way in which their landlord operates.

This year's report is particularly encouraging, as it shows and celebrates successes across the business

and highlights the real-world impact of our ESG work across all five 'Futures', supporting the delivery of our vision of Creating Great Homes Together.

From attracting inward investment into our communities, to retrofitting homes, to offering direct advice and securing financial support for our customers—our efforts are driven not by obligation, but by a commitment to doing the right thing.

As with the 2023/24 ESG report, this report is the outcome of our self-assessment against Version 2 of the Sustainability Reporting Standard (SRS) for housing.

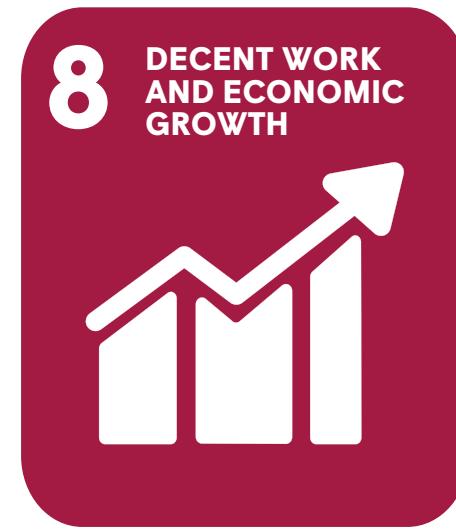
The SRS remains a voluntary reporting framework, increasingly adopted by housing associations to report and assess their performance against the Environmental, Social and Governance criteria. Our full responses to the range of criteria can be found in Appendix 1.



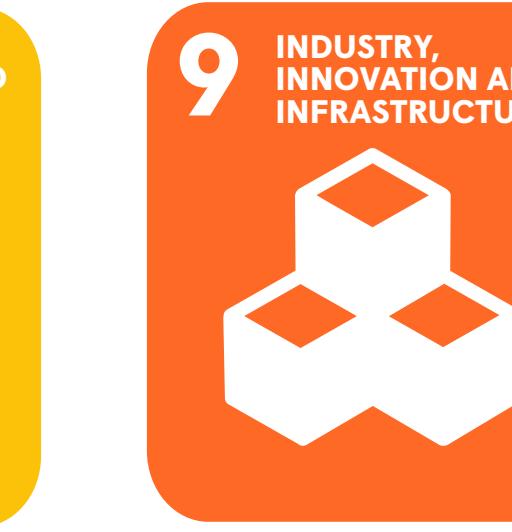
**Paul Read**  
**Director of Sustainability and Investment**

# Aligning ourselves with the UN Sustainable Development Goals

The Sustainability Reporting Standard for Social Housing includes 7 of the UN SDGs as key goals aligned to the Standards themes (see Appendix 1 for alignments):



At Magna, our Better Futures strategy and sustainability plans also include contributions towards key targets in a further 4 of the UN SDGs:



# Our commitment to ESG through our Better Futures Strategy

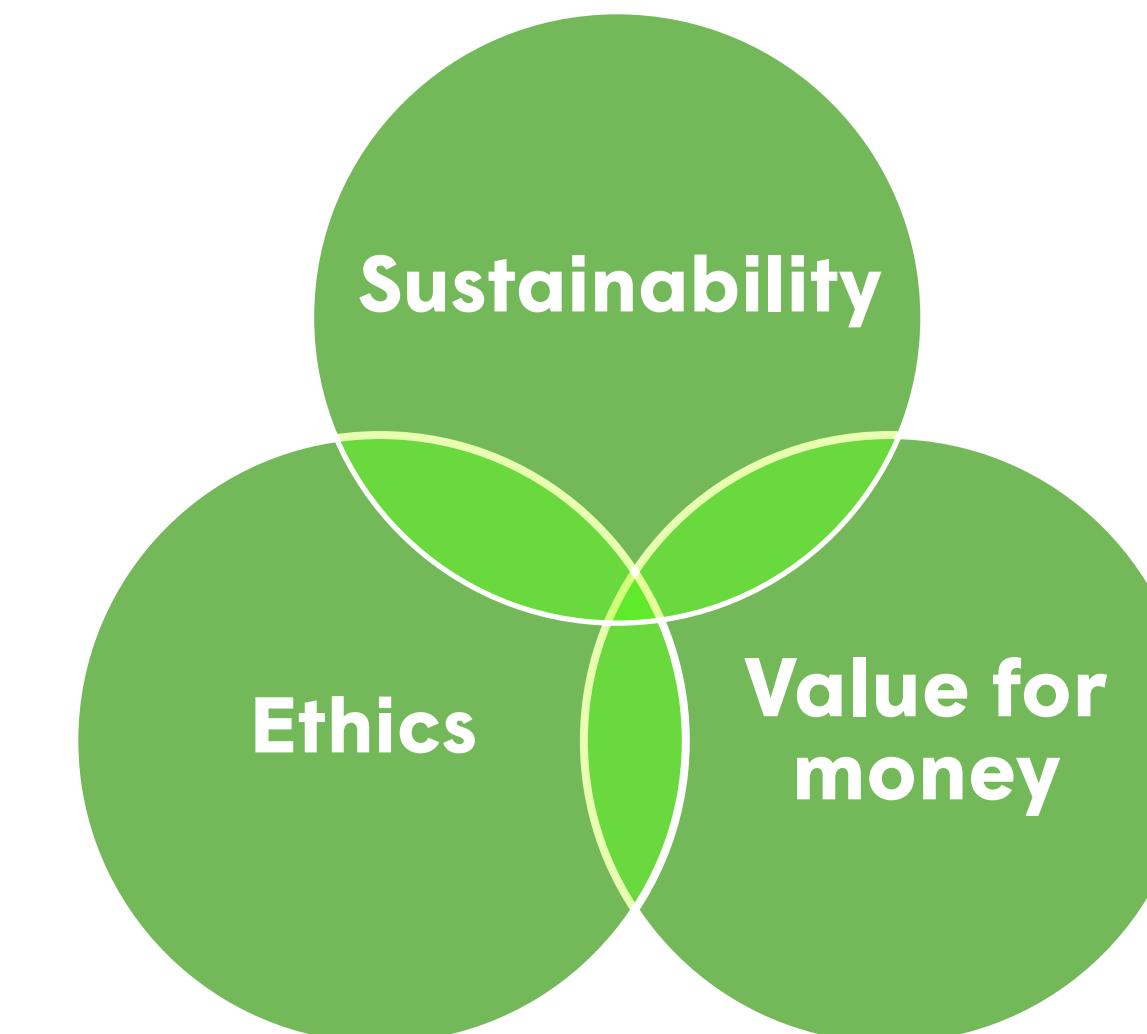
Our 2024/25 ESG report demonstrates a year of strong progress and the continued integration of sustainability, social impact, and governance across the organisation. ESG principles are now embedded in strategic decision-making, operational delivery, and community engagement, reflecting our commitment to creating great homes and thriving communities.

<b>ESG integration</b>	ESG is embedded across Magna and our Better Futures strategy: from governance to frontline services, investment decisions, and supply chains.
<b>Strategic Alignment</b>	Our strategy is aligned to ESG principles, supported by leadership and governance that champions sustainability and ethical decision-making.
<b>Guiding Principles</b>	We are developing principles focused on ethics, sustainability, and value for money to embed ESG into all aspects of operations.
<b>Real-world Impact</b>	ESG initiatives have led to tangible outcomes such as inward investment, home retrofitting, and direct financial support for customers.
<b>Inclusive Culture</b>	EDI training and development has fostered greater understanding and positive change, empowering colleagues and supporting our communities.

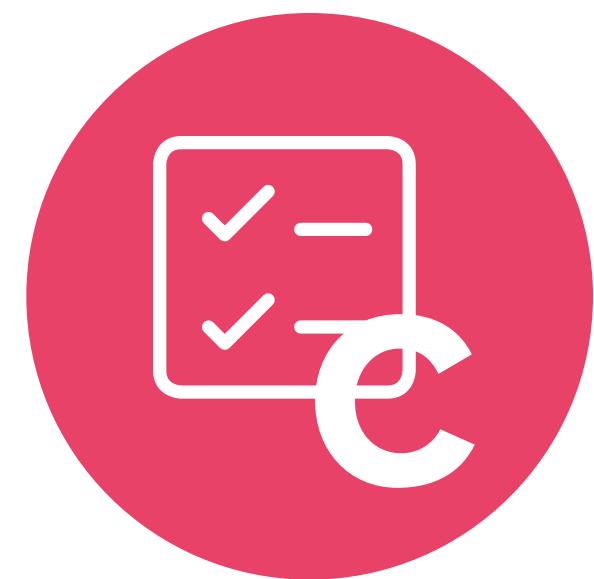
Our Better Futures Strategy is built around three Guiding Principles that shape how we work and make decisions. These principles align closely with the UN Sustainable Development Goals (UN SDGs), which we continue to use as key reference points in delivering our vision for a fair, sustainable future.

The Guiding Principles underpin our approach to balanced, ethical decision-making, ensuring that we:

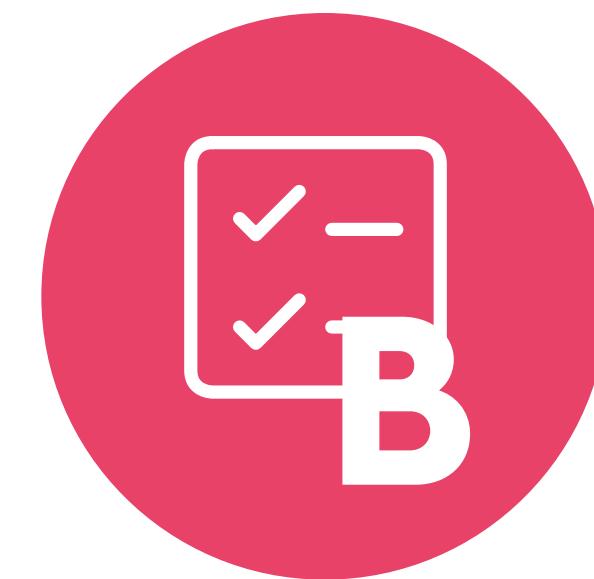
- Integrate Sustainability into every aspect of our operations
- Uphold strong ethical standards in how we conduct business and
- Maintain an economically viable future by defining what good value for money truly means for Magna and our customers.



# Key highlights for 2024/25



**75% of homes EPC C or better**



**100% of new homes EPC B**



**425+ homes under retrofit programmes**



**£16,549 of fuel grants delivered directly to customers**



**£42,000 of community investment funding**



**Average rent 31% below Local Housing Allowance**



**99.9% Decent Homes compliance**



**60.4% of customers satisfied with overall service**



**G1/V1 governance rating**



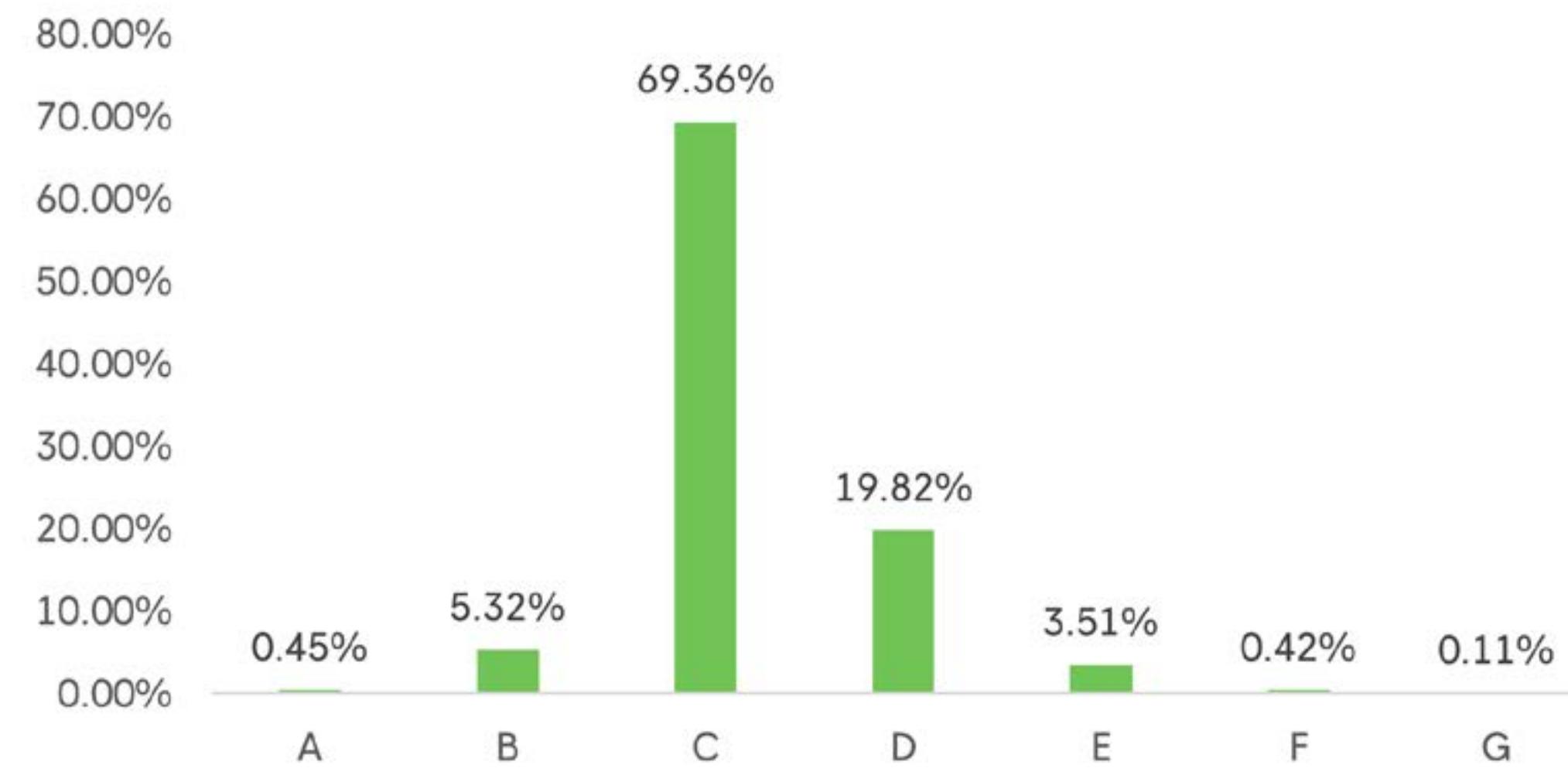
**92% Non-Executive Directors on our Board**

# Environmental

We are committed to reducing carbon emissions and improving the energy efficiency of our homes. Our goal is to achieve Net Zero by 2050, ensuring that our homes meet an EPC/SAP rating C or better by 2030. By enhancing the performance of our homes, we not only lower environmental impact but also improve affordability and comfort, enabling our customers to live in warm, healthy homes that are more economical to run.

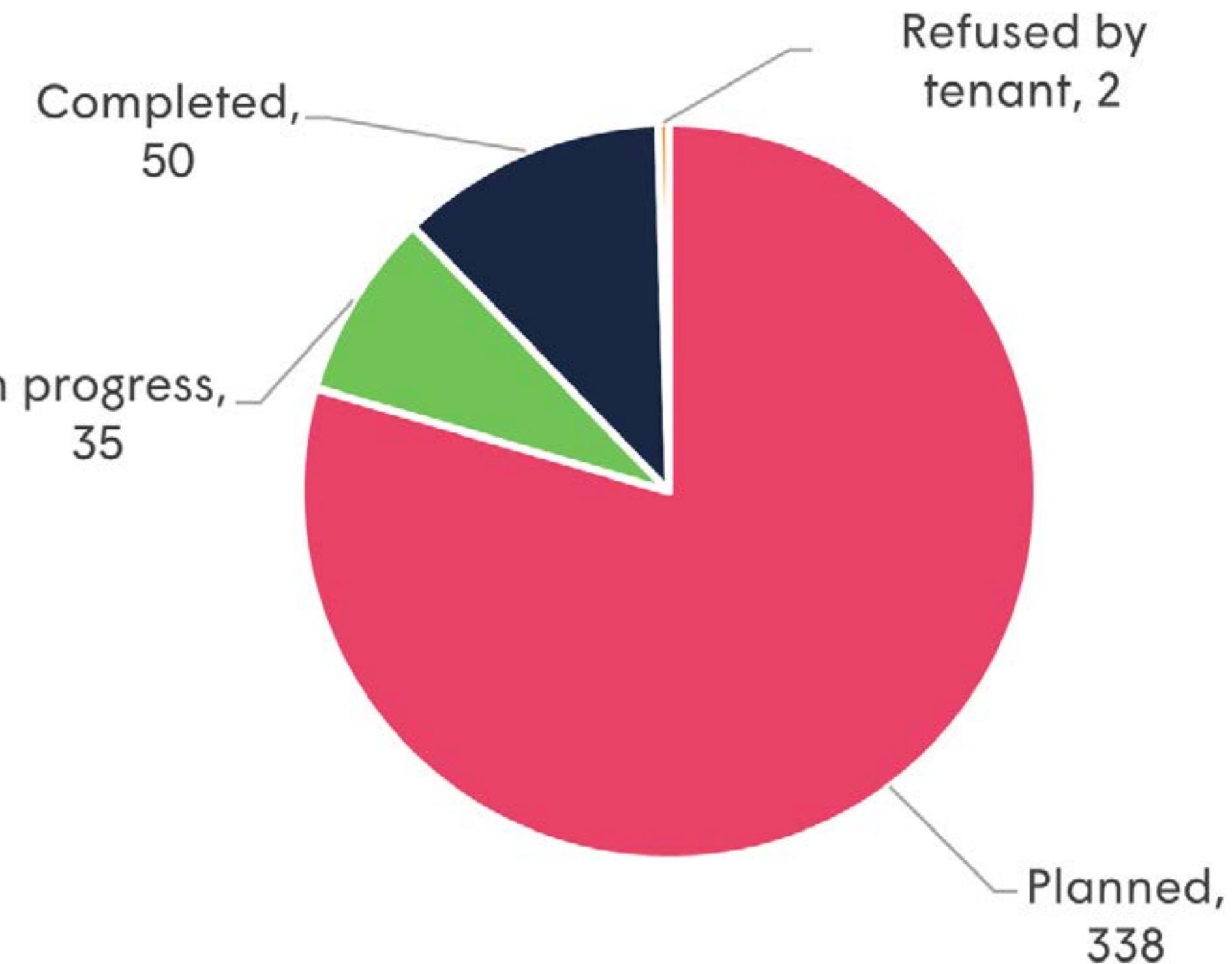
By the end of 2024/25, more than 75% of Magna homes had achieved SAP C or better, with all new homes meeting SAP B. To achieve SAP C by 2030, and Net Zero by 2050, we are delivering an ambitious retrofit programme supported by government funding through schemes such as the Social Housing Decarbonisation Fund, ECO4 and the Great British Insulation Scheme.

EPC Ratings of existing homes (A-G %)



ECC Report 2024/25

## Retrofit activity as at March 2025



We are currently developing Magna's first cross-business Sustainability Strategy, which will bring together key priorities such as material sourcing, waste and water management, and our strengthened Net Zero roadmap.

In the meantime, our teams continue to deliver meaningful progress through well-established departmental initiatives that reduce waste and minimize any negative environmental impact.

#### Diverting from landfill

- 94% of our in-house trade waste is diverted from landfill.
- We use of "Just-in-Time Delivery" where possible for planned works.

#### Reducing our on-site waste

- We work to minimise waste in construction through careful design.
- We are MMC-first in construction, reducing on site waste.

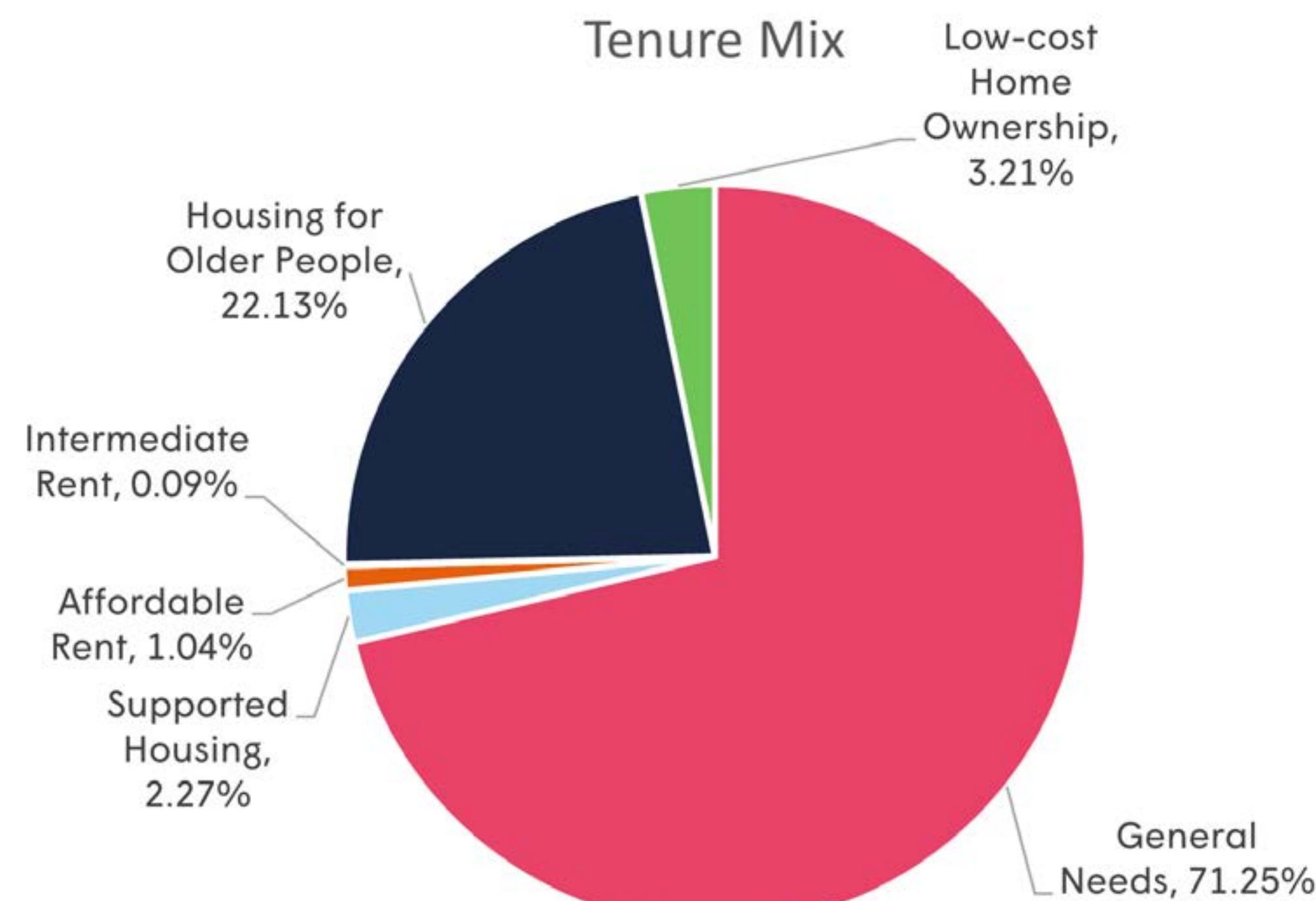
#### Supporting our green spaces

- Our estates teams balance biodiversity support with useability for customers on our estates and green spaces.
- We provide at least 10% biodiversity net gain on all our new build sites.

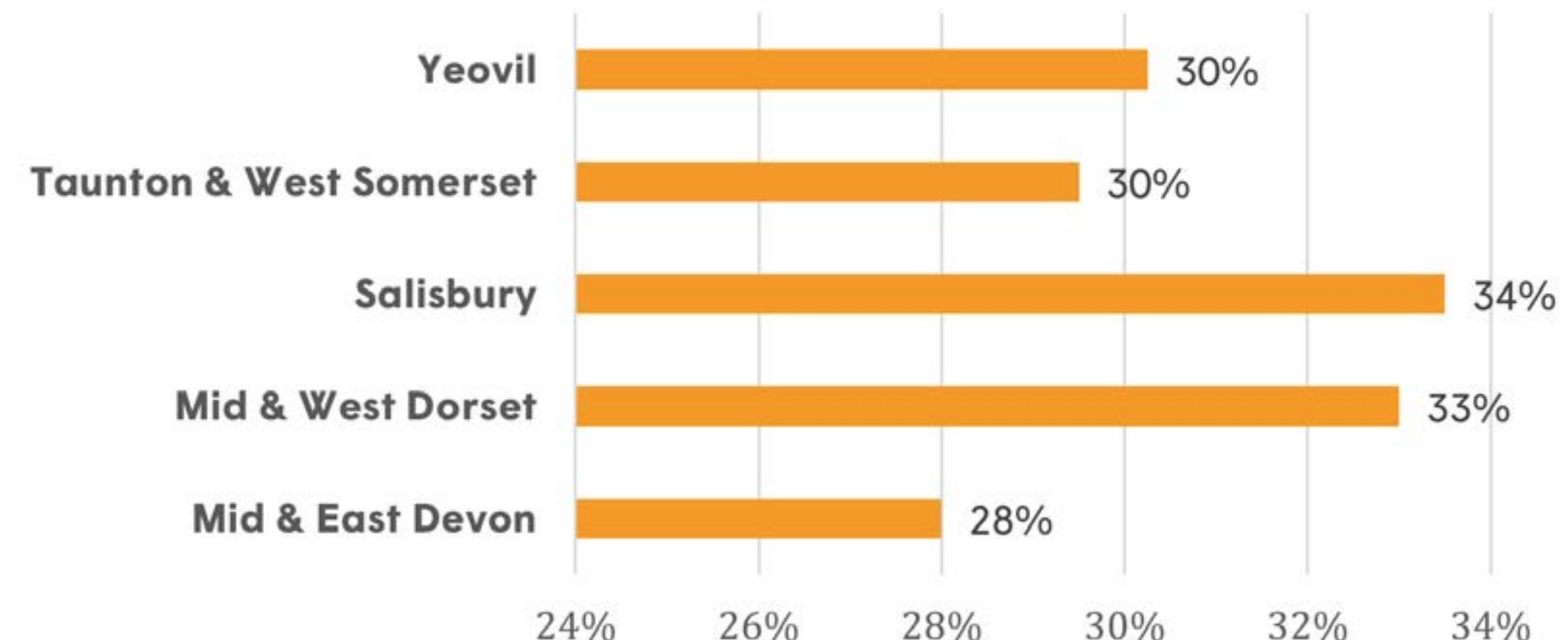


# Social

We continue to strive for great outcomes for our customers and communities. We offer a range of housing tenures, including sheltered, supported, and general needs housing across both rural and urban areas in Dorset and Somerset. Our rent levels average 31% below Local Housing Allowance, reflecting our long-term commitment to providing affordable, high-quality housing and to supporting the social wellbeing of the communities we serve.



## Average rent reduction compared to Local Housing Allowance



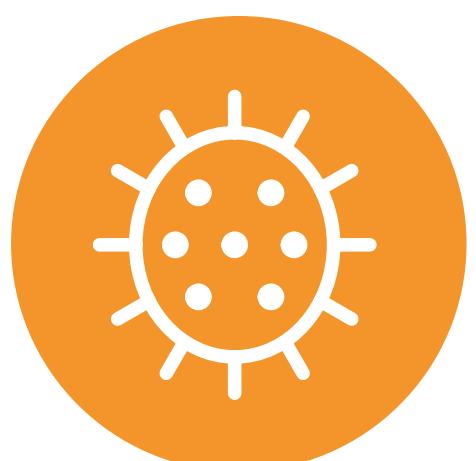
As well as providing secure and affordable tenancies for our customers, we also prioritize providing safe homes:



100% of homes had a valid Landlord Gas Safety Record



100% of homes had a valid Fire Risk Assessment



100% of homes had a valid Legionella Risk Assessment



100% of homes had had an asbestos survey completed



99.9% of homes had a valid electrical safety inspection\*



99.9% of homes met the Decent Homes Standard



100% of homes had a valid communal passenger lift safety check

\* For those homes without a valid electrical safety inspection, as at March 2025 we were following a process to gain access in order to carry out this inspection.

Alongside providing homes, we also work hard to support our customers and communities in other ways. We deliver a wide range of additional services to customers, from advice and signposting, to helping customers access extra income and essential grants.

For example, in 2024-25, we provided:

**£2.3m**

additional income for customers through our money matters team.

**£42,000**

invested in community projects.

**£16,549**

specialised fuel grant support paid directly to our customers.

# Governance

We work hard to ensure strong financial viability, transparent governance, sustainable procurement, and ethical leadership.



G1/V1 regulatory grade



Adhere to the National Housing Federation's Code of Governance (2020)



Not-for-profit housing provider



25% Board and 20% Senior Management turnover in the last two years

As part of our ambition to be an 'employer of choice' in our region, we are proud to be a Real Living Wage employer. Our mean gender pay gap continues to reduce year on year, and we have a transparent process for determining pay to ensure fairness and consistency.

**Real Living Wage employer**

**£13.28 per hour**

**Mean gender pay gap**

**1.45%**

**CEO to median-worker pay ratio**

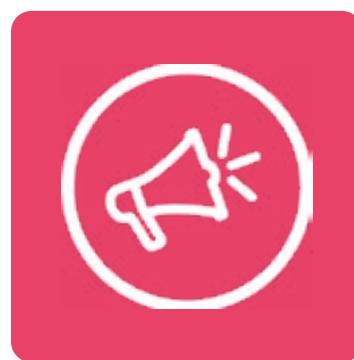
**4.58:1**

We have integrated ESG risks into our strategic and operational risk frameworks, enabling us to capture and respond to emerging risks effectively. Additionally, we have integrated sustainability into our procurement process more formally, with ESG accounting for 10% of the scoring in our tenders. We are developing an ESG impact assessment system to further strengthen the sustainability of our supply chain. This is an ongoing priority, as we work to integrate improved social impact measuring and reporting into our procurement.

# Looking ahead

Our ESG journey continues to be a key part of our Better Futures strategy, and as part of this we have a series of priorities for 2025/26 that will support us as an ethical, sustainable, and financially secure business that can deliver improved outcomes for our customers, colleagues, and communities.

## Our 2025/26 ESG priorities:



Finalise and implement our business-wide Sustainability Strategy.



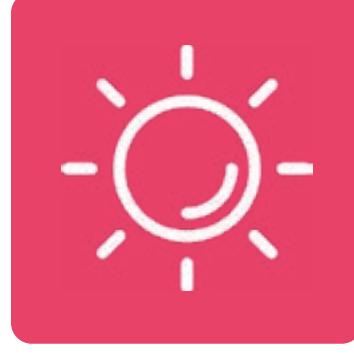
Deliver 160 new affordable homes on our way to 300 per year.



Begin Wave 3 deep retrofit works on 338 more homes.



Provide over £50k in grants to our customers and communities.



Fit solar PV to 750 homes through ECO4.



Introduce a social value reporting tool to support our impact assessment.

# Appendix 1: SRS Reporting Criteria and Full Responses

ESG area	Description	Criteria	Response	Enhanced reporting option(s)	Response to enhanced options														
Environmental	Prevents and mitigates the risk of climate change	C1	<p>Distribution of EPC ratings of existing homes (those completed before the last financial year).</p> <table border="1"> <tr><td>A</td><td>0.45%</td></tr> <tr><td>B</td><td>5.32%</td></tr> <tr><td>C</td><td>69.36%</td></tr> <tr><td>D</td><td>19.82%</td></tr> <tr><td>E</td><td>3.51%</td></tr> <tr><td>F</td><td>0.42%</td></tr> <tr><td>G</td><td>0.11%</td></tr> </table> <p>At Magna, we take a 'fabric first' approach for our new homes, with the aim of ensuring that they are energy-efficient and affordable to heat. This is achieved through focussing on structural improvements such as insulation, ventilation, and energy-efficient design. Like providers throughout the sector, we are working to improve the energy efficiency of our homes. We are currently in receipt of grant from the Social Housing Decarbonisation Fund Wave 2, enabling us to carry out retrofit work on 87 homes during this programme. We have also received funding under Wave 3, which will lead to improvements in 338 further homes in the next 3 years.</p>	A	0.45%	B	5.32%	C	69.36%	D	19.82%	E	3.51%	F	0.42%	G	0.11%		
A	0.45%																		
B	5.32%																		
C	69.36%																		
D	19.82%																		
E	3.51%																		
F	0.42%																		
G	0.11%																		
	C2	<p>Distribution of EPC ratings of new homes (those completed in the last financial year).</p> <p>In 2024-25, 68 new rented units were completed. 100% of these were at SAP B.</p> <p>6 low-cost home ownership homes were also completed.</p>	<p>Average SAP rating of new homes (those completed in the last financial year). Energy use intensity [KWh/m<sup>2</sup>/yr] of new homes.</p>	<p>Average SAP rating of new homes completed in 2024-25 = 82.7.</p>															
	C3	<p>Does the housing provider have a Net Zero target and strategy? If so, what is it and when does the housing provider intend to be Net Zero by?</p> <p>Yes.</p> <p>Magna, like all RPs, is expected (although at time of writing this is not yet on the statute books) to bring all homes to an energy rating of at least SAP C by 2030 and to Net Zero by 2050. Our business plan with regards to Net Zero is based on this 25-year timeframe.</p>	<p>Is the housing provider's net zero commitment in line with the Science Based Target (SBT) initiative? [Yes/No]</p> <p>Does the housing provider have a costed transition plan? [Yes/No]</p>	<p>Yes</p> <p>Yes</p>															
	C4	<p>What retrofit activities has the housing provider undertaken in the last 12 months in relation to its housing stock? How do these activities align with, and contribute towards, performance against the housing provider's Net Zero strategy and target?</p> <p>We are coming to the end of our SHDF Wave 2.1 project, which will take 87 homes from below EPC D to EPC A and have secured funding for Wave 3 which will see improvements to 338 homes over 3 years. We are just concluding procurement for this project. In addition, the ECO4 and GBIS programmes have been worked on in the last year, with installation of measures to hundreds of homes expected in FY 25/26.</p>	<p>Number of homes that have been retrofitted in the last financial year [# homes]</p> <p>Homes that have been retrofitted in the last financial year as a percentage of the total homes the housing providers is aiming to retrofit [%]</p>																

ESG area	Description	Criteria	Response	Enhanced reporting option(s)	Response to enhanced options	
Environmental	Prevents and mitigates the risk of climate change	C5	Scope 1, Scope 2 and Scope 3 Green House Gas emissions Scope 1, Scope 2 and Scope 3 Green House Gas emissions per home. If unable to report emissions data, please state when the housing provider is expected to be able to do so.	GHG emissions entire stock: 18,151,605 kg CO2/e. Emissions per home: 2218 Kg/CO2e Emissions per m <sup>2</sup> : 32.9kg CO2e/m <sup>2</sup> .	Does the housing provider qualify for SECR reporting? [Yes/No] SECR Intensity Ratio for Total Emissions (Scope 1-3) [kg CO2e/m <sup>2</sup> ]	No
		C6	How has the housing provider mapped and assessed the climate risks to its homes and supply chain, such as increased flood, drought and overheating risks?  How is the housing provider mitigating these risks?	Magna carefully considers building design that considers overheating among other aspects of building safety to reduce the risk in new and existing homes undergoing retrofit. We have invested in a Sustainability Manager to implement and oversee Magna's carbon reduction strategy and plans and have a highly experienced Energy team in place. We have a retrofit program in place for improvements to our stock to improve energy efficiency and resilience to flooding and damp. We are passionate about creating greener communities, and where possible including we include nature strategies as part of new and existing designs. We have started a shift towards a more holistic portfolio approach to managing risk, and we have undertaken customer profile work with Grand Union to better understand our customers and any vulnerabilities, including to risks posed by climate change. We continue to undertake work with Carter Jonas to better understand and manage risks and opportunities for mitigations. We have emergency planning embedded so that responses to emergencies and mitigations are timely and effective. We are also developing an energy strategy to inform our approach to heating and cooling and the components used, and we consider water efficiency in all new and retrofit works as part of design.		
	Promotes ecological sustainability	C7	Does the housing provider have a strategy to enhance green space and promote biodiversity on or near homes? If yes, please describe with reference to targets in this area. If no, are you planning on producing one in the next 12 months?	Magna, alongside other developers are now legally required to deliver at least a 10% increase in biodiversity when undertaking major building projects. Our new build and future regeneration strategy seeks to build into designs, new habitats, greater access to green spaces.	Biodiversity Net Gain (BNG) of new homes (those completed in the last financial year). What is the housing provider's Biodiversity Net Gain target for new and existing homes? Does this exceed minimum requirements?	We currently meet the 10% BNG target.
		C8	Does the housing provider have a strategy to identify, manage and reduce pollutants that could cause material harm? If so, how does the housing provider target and measure performance?	Yes, we have an asbestos management plan in place to manage asbestos in situ. Every home with asbestos has its condition reviewed every 5 years in line with our stock condition surveying programme. Every communal area with asbestos present is inspected every year. When a property is refurbished or becomes vacant, we aim to remove as much asbestos as reasonably practical.		
	Sustainable management of natural resources	C9	Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building and repairs works?	No, but we are planning to develop a strategy. We are currently developing a new holistic sustainability strategy, which will include work on material sourcing.	% of materials from responsible sources	

ESG area	Description	Criteria		Response	Enhanced reporting option(s)	Response to enhanced options																	
Environmental	Sustainable management of natural resources	C10	Does the housing provider have a strategy for waste management incorporating building materials? If so, how does the housing provider target and measure performance?	<p>Magna have a strategy that minimises impact on the environment and promotes positive social outcomes, including how we manage waste including building materials.</p> <p>We have a number of waste reduction strategies, including:</p> <ul style="list-style-type: none"> <li>Minimizing waste. We embed this through efficient new build design incorporating materials and systems that reduce waste during construction and throughout their lifecycle.</li> <li>Magna are MMC first which use prefabricated components to reduce on-site waste.</li> <li>Magna also uses "Just-in-Time Delivery" where possible. This is for new builds and planned works such as kitchens and bathrooms which are delivered direct to the home.</li> </ul>	% of materials that are recycled and/or diverted from landfill.																		
		C11	Does the housing provider have a strategy for water management? If so, how does the housing provider target and measure performance?	No, but planning to develop a strategy. We are currently in the process of developing our business-wide sustainability strategy. Once this is in place, we will begin to develop plans for specific key areas such as water management. We expect this process to be completed over the course of the 2025/26 financial year. Whilst we do not have a specific water management strategy, we do undertake water management works.																			
Social	Provides affordable and secure housing	C12	For properties that are subject to the rent regulation regime, report against one or more Affordability Metric:  1) Rent compared to median private rental sector (PRS) rent across the relevant Local Authority 2) Rent compared to the relevant Local Housing Allowance (LHA)	<p>Rent compared to relevant LHA</p> <p>LHA is set using broad rental market areas (BRMA) which do not correspond to local authority areas. Magna has properties that are subject to rent regulation in 5 of these areas. The figures are for median rent for 24/25 compared to LHA for 24/25.</p> <ul style="list-style-type: none"> <li>Mid &amp; West Dorset BRMA: median rent for Magna properties is 22% lower for 1 bed properties, 32% lower for 2 bed properties, 35% lower for 3 bed properties and 43% lower for 4+ bed properties.</li> <li>Taunton &amp; West Somerset BRMA: median rent for Magna properties is 21% lower for 1 bed properties, 30% lower for 2 bed properties, 35% lower for 3 bed properties and 32% lower for 4+ bed properties.</li> <li>Yeovil BRMA: median rent for Magna properties is 13% lower for 1 bed properties, 27% lower for 2 bed properties, 32% lower for 3 bed properties and 49% below for 4+ bed properties.</li> <li>Salisbury BRMA median rent for Magna properties is 15% lower LHA for 1 bed properties, 35% lower for 2 bed properties, 37% lower for 3 bed properties and 47% lower for 4+ bed properties.</li> <li>Mid &amp; East Devon BRMA median rent for Magna properties is 28% below LHA for 1 bed properties.</li> </ul>																			
		C13	Share, and number, of existing homes (owned and/or managed) completed before the last financial year allocated to:	<p>Total stock: 8449</p> <table border="1"> <tbody> <tr> <td>General needs (SR)</td> <td>2020</td> <td>71.25%</td> </tr> <tr> <td>Intermediate rent</td> <td>8</td> <td>0.09%</td> </tr> <tr> <td>Affordable rent</td> <td>88</td> <td>1.04%</td> </tr> <tr> <td>Supported housing</td> <td>192</td> <td>2.27%</td> </tr> <tr> <td>Housing for older people</td> <td>1870</td> <td>22.13%</td> </tr> <tr> <td>Low-cost home ownership</td> <td>271</td> <td>3.21%</td> </tr> </tbody> </table>	General needs (SR)	2020	71.25%	Intermediate rent	8	0.09%	Affordable rent	88	1.04%	Supported housing	192	2.27%	Housing for older people	1870	22.13%	Low-cost home ownership	271	3.21%	
General needs (SR)	2020	71.25%																					
Intermediate rent	8	0.09%																					
Affordable rent	88	1.04%																					
Supported housing	192	2.27%																					
Housing for older people	1870	22.13%																					
Low-cost home ownership	271	3.21%																					

ESG area	Description	Criteria	Response	Enhanced reporting option(s)	Response to enhanced options						
Social	Provides affordable and secure housing	C14	<p>Share, and number, of new homes (owned and/or managed) that were completed in the last financial year, allocated to:</p> <ul style="list-style-type: none"> <li>• General needs (social rent)</li> <li>• Intermediate rent</li> <li>• Affordable rent</li> <li>• Supported Housing</li> <li>• Housing for older people</li> <li>• Low-cost home ownership</li> <li>• Care homes</li> <li>• Private Rented Sector</li> <li>• Other</li> </ul>	<table border="1"> <tr> <td>General needs (SR)</td> <td>13</td> </tr> <tr> <td>Supported housing</td> <td>55</td> </tr> <tr> <td>Low-cost home ownership</td> <td>6</td> </tr> </table>	General needs (SR)	13	Supported housing	55	Low-cost home ownership	6	<p>Number homes disposed of in the last 12 months, by tenure type.</p> <p>Number of homes acquired in the last 12 months, by tenure type.</p>
General needs (SR)	13										
Supported housing	55										
Low-cost home ownership	6										
C15	<p>How is the housing provider trying to reduce the effect of high energy costs on its residents?</p>	<p>We have a 2030 SAP C Target and 2050 Net Zero target with a plan for every home providing the trajectory. Our asset strategy includes the use of Space Heating Demand as a key asset performance metric, and we are in the process of developing a roadmap to improve the SHD of our homes. We have a dedicated retrofit team in place, alongside grants officer to support funding in this area.</p> <p>Our housing officers have been trained on fuel poverty. We are also undertaking work to better understand fuel poverty and work towards a longer-term strategy to reduce fuel poverty.</p> <p>In 2024/25 we began specialised fuel grant support directly to customers, delivering £16,549 over the winter of 2024/25. This was the first year this work was undertaken, and we expect an increase in delivery in 2025/26.</p> <p>We undertake an annual review with energy procurement specialist to assess optimum time and contract for procurement of communal energy supply.</p>									
C16	<p>How does the housing provider provide security of tenure for residents?</p>	<p>We use a variety of occupation agreements when letting our homes, the main ones being starter tenancies, assured and assured shorthold periodic tenancies. Magna's Tenure Policy sets out the circumstances in which we will use each type of agreement. We aim to target resources at those in housing need, make best use of our homes and ensure that they are occupied in accordance with our charitable objectives. In April 2020, Magna's Board took the decision to end the use of fixed term tenancies and offer assured tenancies with a 1-year starter period instead. We now convert existing FTTs to assured tenancies. An assured tenancy is the most secure form of tenure Magna is able to offer.</p>									
C17	<p>Describe the condition of the housing provider's portfolio, with reference to:</p> <p>% of homes for which all required gas safety checks have been carried out.</p> <p>% of homes for which all required fire risk assessments have been carried out.</p> <p>% of homes for which all required electrical safety checks have been carried out.</p>	<p>As of the 31st of March 2025, 100% of homes had a valid LGSR, 100% of homes had a valid FRA, 100% of homes had a legionella risk assessment, 100% of homes had a valid communal passenger lift safety check. 100% of homes had had an asbestos survey completed. 99.9% of homes had an electrical safety inspection and those that did not were following a process to gain access.</p>	<p>% of homes for which all required asbestos management surveys or re-inspections have been carried out.</p> <p>% of homes for which all required legionella risk assessments have been carried out.</p> <p>% of homes for which all required communal passenger lift safety checks have been carried out.</p>								

ESG area	Description	Criteria	Response	Enhanced reporting option(s)	Response to enhanced options
Social	Resident safety and building quality are well managed	C18 What % of homes meet the national housing quality standard?  Of those which fail, what is the housing provider doing to address these failings?	99.9% of our homes met DHS in 2024/25. 9 homes failed DHS during March 25 and are now scheduled for remedial works to be completed.	What is the target date for bringing homes that do not meet the standard into compliance?	
		C19 How do you manage and mitigate the risk of damp and mould for your residents?	We have a D&M Policy in place, and a D&M Process to triage, fix and report on response times. We publish D&M guidance and prevention on web pages. Our Money Matters team is trained in fuel poverty, as this can be a contributing factor in D&M risk. Our Energy and Retrofit team undertake programme of works to reduce D&M risk. We have a Proof of Concept running using environmental sensors in some homes to assess D&M, monitor humidity, and we plan to roll this work out in future. Humidity sensors and cleaning products are provided to customers to help them monitor potential issues. Our D&M dashboard provides housing officers and surveyors with real-time call information and status We are now in the process of preparing for the new Awaab's Law and response times.	How many cases of damp and mould were reported in the period that required action?  What % of the housing providers portfolio do these homes account for?	
	T6	C20 What are the results of the housing provider's most recent tenant satisfaction survey?  How has the housing provider acted on these results?	60%.  We are focussing on repairs, complaints, and communication, and engaging with customers to gather insights to tailor our services and support. We will also be working to improve and maintain the safety and maintenance of homes, with regular inspections and prompt repairs.		
		C21 What arrangements are in place to enable residents to hold management to account for the provision of services?	We currently have a comprehensive complaints process which aligns with the Housing Ombudsman code. More information on our website at <a href="https://www.magna.org.uk/about-us/policy/customer-complaints-policy">https://www.magna.org.uk/about-us/policy/customer-complaints-policy</a> . We also have a Customer and Community Engagement policy and procedure. <a href="https://www.magna.org.uk/about-us/policy/customer-and-community-engagement-policy">https://www.magna.org.uk/about-us/policy/customer-and-community-engagement-policy</a> . We want to strengthen our customer voice through effective engagement and involvement so our customers will feel listened to. We'll encourage our customer to provide feedback and share the outcomes. We aim to ensure that we clearly understand who we need to talk with for any involvement exercise and specifically target these customers, or a representative group which can speak on their behalf. When we welcome new customers, we offer them the opportunity to get involved with Magna. We also offer a number of ways for our customers to get involved to ensure our membership is diverse and refreshed on a regular basis and to ensure that we are inclusive to all customers. We have adopted clear principles for our involvement which outline our approach and the ambitions we have for this important activity. We offer different levels of involvement for our customers depending on their preferences and the subject area. We also have clear involvement standards which our colleagues will meet, and our customers can measure us against. We will develop a comprehensive toolkit for our colleagues to help them undertake effective involvement to the appropriate standard and in line with how Magna wants this to be done. We will also build the skills and abilities of our colleagues and customers to undertake the involvement effectively through a competency framework. We will also make sure that customers are aware of the difference their involvement has made and use both direct and indirect channels to let them know. We collect customer feedback from both transactional and non-transactional customer surveys, including TSM's. We publish these results on our website.		

ESG area	Description	Criteria	Response	Enhanced reporting option(s)	Response to enhanced options
Social	T6	C22 In the last 12 months, in how many complaints has the national Ombudsman determined that maladministration took place? How have these complaints (or others) resulted in change of practice within the housing provider?	17 findings of maladministration and 3 of severe maladministration. Complaints, including those of maladministration or severe maladministration, have driven significant changes in practice across the housing provider. In response to repair delays being the biggest driver of complaints, a Customer Repairs Specialist role was created, external consultants were engaged, and communication improvements and training were initiated. The repairs policy was updated with clear timescales, and customer involvement ensured clarity and consistency. In community safety, a new categorisation model and ASB app improved triage and response times. Complaints handling was strengthened through training, technology, and a 50% increase in team capacity. These changes have led to measurable improvements in tenant satisfaction and service delivery, including an 18% increase in customer satisfaction with the complaints process.		
	Supports residents, and the local community	C23 What are the key support services that the housing provider offers to its residents? How successful are these services in improving outcomes?	<p><b>Sheltered housing.</b> These properties include:</p> <ul style="list-style-type: none"> <li>• A dedicated Sheltered Housing Advisor</li> <li>• Weekly welfare contact</li> <li>• 24/7 emergency call system</li> <li>• Support to access other services</li> <li>• Community rooms on each site</li> <li>• Guest rooms across sheltered sites for visitors.</li> </ul> <p><b>Extra care housing service:</b></p> <ul style="list-style-type: none"> <li>• 81 apartments</li> <li>• Access to personal care</li> <li>• On site laundry</li> <li>• Specialist accessibility facilities</li> <li>• Daily meals service</li> <li>• Daily welfare checks</li> <li>• Home help services.</li> </ul>	<p><b>Money Matters Service:</b></p> <ul style="list-style-type: none"> <li>• Specialist advice on finances including benefits support and signposting.</li> </ul> <p><b>Specialist support</b></p> <ul style="list-style-type: none"> <li>• Support Advisor Service to support tenancies.</li> <li>• Support to complete housing applications and mutual exchange request</li> <li>• Support with form filling, reading, and understanding documents.</li> <li>• Support with hoarding and property clearance.</li> </ul> <p><b>Grant funding</b></p> <ul style="list-style-type: none"> <li>• Fuel poverty help- specifically for energy costs</li> <li>• Community group activities through external and collaborative funding sources</li> <li>• Community Improvement Fund to support communities.</li> </ul>	
	Supports residents and the wider local community through placemaking	C24 Describe the housing provider's community investment activities, and how the housing provider is contributing to positive neighbourhood outcomes for the communities in which its homes are located.  Provide examples or case studies of where the housing provider has been engaged in placemaking or placeshaping activities.	£42k in community investment through procurement partnerships. This enabled five successful projects to take place in our core operating area. Examples are provided within the body of the report.	Social Value calculations (including monetisation) of placemaking activities [£]	

ESG area	Description	Criteria	Response	Enhanced reporting option(s)	Response to enhanced options
Governance	Legal structure of the organisation and its approach to Governance	C25	Is the housing provider registered with the national regulator of social housing?	Yes	
		C26	What is the housing provider's most recent regulatory grading/status?	V1/G1	
		C27	Which Code of Governance does the housing provider follow, if any?	National Housing Federation's Code of Governance (2020)	
		C28	Is the housing provider a Not-For-Profit?	Yes	Is the housing provider required to report against TCFD? If yes, is the housing provider doing so?
		C29	Explain how the housing provider's board manages ESG risks.  Are ESG risks incorporated into the housing provider's risk register?	Magna considers ESG matters during reviews of strategic risks. Those risks are considered monthly by Executive Board and reported to Committee and Strategic Board quarterly	Is the housing provider required to report against TCFD? If yes, is the housing provider doing so?
	High quality board of trustees	C30	Has the housing provider been subject to any adverse regulatory findings in the last 12 months (data protection breaches, bribery, money laundering, HSE breaches etc.) - that resulted in enforcement or other equivalent action?	No	If yes, describe.
		C31	How does the housing provider ensure it gets input from a diverse range of people into the governance processes?  Does the housing provider consider resident voice at the board and senior management level?  Does the housing provider have policies that incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of board members and senior management?	Magna is committed to ensuring that our governance processes are informed by a diverse range of perspectives, which we believe leads to more robust decision-making and better outcomes for all our customers. We achieve this through a multi-faceted approach that includes Customer Engagement Panels: We have a well-defined Customer Engagement Strategy, with various forums and panels that feed directly into our formal governance committees and to the Board. We conduct regular surveys and consultations to gather customer feedback and incorporate it into our governance processes. This ensures the customer voice is heard at the highest levels. Board & Committee Recruitment: Our recruitment policies for Board and Committee members explicitly incorporate Equality, Diversity, and Inclusion (EDI) principles. We actively seek to attract candidates from a wide variety of backgrounds, skills, and experiences to avoid groupthink and reflect the diversity of the communities we serve. Stakeholder Engagement: We regularly engage with a broad range of external stakeholders, including local authorities, community groups, and regulators, to ensure their views inform our strategic direction and governance.	

ESG area	Description	Criteria	Response	Enhanced reporting option(s)	Response to enhanced options
Governance	High quality board of trustees	C32	What % of the housing provider's Board have turned over in the last two years? What % of the housing provider's Senior Management Team have turned over in the last two years?	In the last two years, 25% of Magna Housing's Board members have turned over. This turnover reflects our commitment to refreshing the Board with new perspectives and skills while maintaining continuity and stability in governance. In the last two years, 20% of Magna Housing's Senior Management Team (Executive Board) have turned over.	
		C33	Number of board members on the housing provider's Audit Committee with recent and relevant financial experience.	Magna Housing's Risk and Audit Committee consists of 4 board members 1 of which has recent and relevant financial experience.	
		C34	What % of the housing provider's board are non-executive directors?	92% of Magna Housing's board are Non-Executive Directors. This composition ensures that we have independent oversight and diverse perspectives in our governance processes, which is a key principle of good corporate governance.	
		C35	Has a succession plan been provided to the housing provider's board in the last 12 months?	Yes. The Board formally reviewed the succession plans for the Chair, Board Members, and the Executive Board within the last 12 months	
		C36	For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?	8 years. We intend to obtain new auditors from next year.	
		C37	When was the last independently-run, board-effectiveness review?	The last externally facilitated Board Effectiveness Review was completed on 31 July 2024. These independent reviews are conducted on a triennial basis, supplemented by annual internal reviews, to ensure the Board and its committees are operating to the highest standards of governance.	
		C38	How does the housing provider handle conflicts of interest at the board?	Magna has a robust Conflicts of Interest Policy and a Code of Conduct, which apply to all Board members. Potential conflicts are a standing declaration item at the beginning of every Board and Committee meeting. A register of interests is maintained by the Company Secretary and is reviewed annually. Where a potential or actual conflict is declared, the Board, advised by the Company Secretary, determines the appropriate course of action. This may include the member not receiving papers on the subject, recusing themselves from the discussion and decision, or, in significant cases, resigning from the Board.	
	Supports employees	C39	Does the housing provider pay the Real Living Wage?	Yes. Excluding apprentices, those directly employed by Magna have a minimum hourly rate of £13.28	
		C40	What is the housing provider's median gender pay gap?	13.42%	
		C41	What is the housing provider's CEO:median-worker pay ratio?	1:4.58	
		C42	How is the housing provider ensuring equality, diversity and inclusion (EDI) is promoted across its staff?	We promote EDI in a number of ways, including: <ul style="list-style-type: none"><li>Training</li><li>Communication to colleagues on our central platforms</li><li>Creation of EDI steering group</li><li>Use of Workday platform to assess perception of EDI and feedback to colleagues</li><li>Enable colleagues to create peer support groups on our Viva site</li><li>Undertaking an annual review of EDI work by our Strategic Board</li></ul>	

ESG area	Description	Criteria	Response	Enhanced reporting option(s)	Response to enhanced options
Governance	Supports employees	C43	<p>How does the housing provider support the physical and mental health of its staff?</p> <p>We have a number of support systems in place including:</p> <ul style="list-style-type: none"> <li>• Regular 1-1s with managers</li> <li>• Regular training on job safety</li> <li>• Detailed risk assessments, use of PPE, DSE, and HAVs assessments</li> <li>• Occupational Health support as needed</li> <li>• Access to counselling (Medicash)</li> <li>• Access to wellbeing support (FUSE)</li> <li>• Access to 24/7 virtual GP</li> <li>• Skinvision</li> <li>• Cashback for dental/optical and therapies</li> <li>• Colleague voice group</li> <li>• Colleague engagement through Workday peakon surveys</li> </ul>		
		C44	<p>How does the housing provider support the professional development of its staff?</p> <p>Magna strongly supports staff development through a wide range of qualifications and training. Approximately 25% of the workforce have undertaken qualifications in the last 18 months. These span mandatory and developmental areas, including energy efficiency, compliance, leadership, housing, and industry-specific skills. Continuous training is also provided through annual e-learning, CPD, and awareness sessions on topics like ED&amp;I, hoarding, and asbestos. Apprenticeships are actively supported, with recent completions and new placements. Development is embedded in Magna's performance framework, with managers and staff collaborating to ensure growth, compliance, and career progression in a supportive and inspiring environment.</p>	<p>What % of employees have received qualification that are relevant for their professional development, within the last year?</p> <p>- Split result by demographic.</p>	
	Procures responsibly	C45	<p>How is social value creation considered when procuring goods and services?</p> <p>What measures are in place to monitor the delivery of this Social Value?</p> <p>ESG accounts for 10% of the scoring in our tenders. The % of this that is social value varies from tender to tender depending on the goods or service being procured. The process of integrating a business-wide social value reporting tool has been moved to 2026, which will enable better assessment, recording and monetisation in a more systematic fashion. At present, we use contract level metrics to assess and ensure compliance with the social value agreements in the contract. A new role in the procurement department will also enable better record management.</p>	<p>What is the relative weighting of Social Value considerations in procurement policies?</p> <p>How much Social Value has been delivered from the housing provider's supply chain in the last 12 months?</p>	10% as part of ESG
		C46	<p>How is sustainability considered when procuring goods and services?</p> <p>What measures are in place to monitor the sustainability of your supply chain when procuring goods and services?</p> <p>ESG accounts for 10% of the scoring in our tenders. The % of this that is environmental impact varies from tender to tender depending on the goods or service being procured. Sustainability is often wrapped into ESG at a tender level and is a direct or indirect theme within the 10%.</p>	<p>What is the relative weighting of environmental impact considerations in procurement policies?</p> <p>How does the housing provider monitor supply chain risks, and what initiatives has the housing provider taken to drive higher sustainability performance across its supply chain?</p>	10% as part of ESG



For more information visit  
[magna.org.uk](http://magna.org.uk)