Ongo

SHIFT Environmental Report

2025

SHIFT

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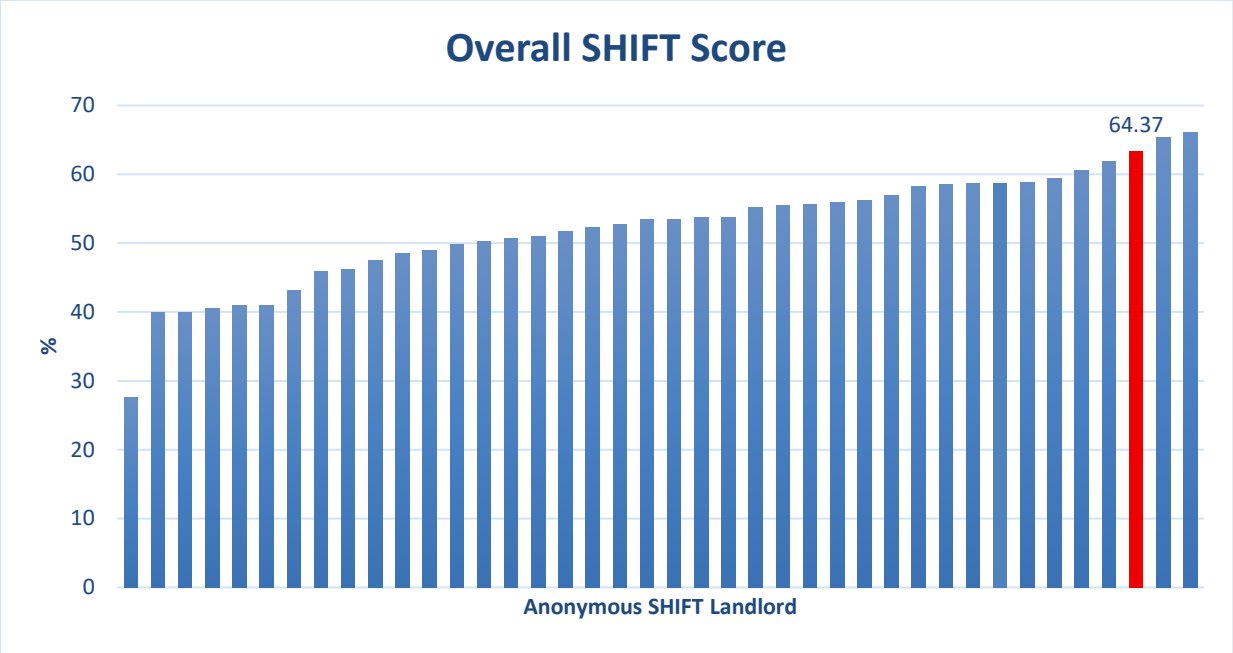
Executive summary

Environmental reporting remains supremely important in a world of environmental damage, climate change, and high fuel prices. These issues affect everyone including residents and staff. This report focuses on quantitative metrics. As the adage goes, you can only manage what you measure. Furthermore, stakeholders such as investors and regulators are becoming keener than ever to see these metrics.

Ongo are the largest housing providers in North Lincolnshire, offering around 11,000 safe, secure, and affordable homes for rent and sale. The results of this assessment will show, as best as the data allows, the gaps between Ongo's current environmental performance and environmentally safe levels of impact. Ongo is keen to understand the impacts of the organisation and to display its commitment to sustainability. The findings of this assessment will be used to monitor Ongo's environmental performance and support the identification of targeted areas for improvement.

The report outlines Ongo's most recent environmental performance. It is based on primary data supplied by your organisation, which has been processed using nationally recognised methodologies where applicable. In cases where such methodologies are unavailable, we have applied SHIFT's own approaches, developed through our specialism in the social housing sector and the best available scientific knowledge. The audit trail for this assessment can be accessed on the SHIFT online customer portal.

Each environmental issue for each part of the organisation has been assessed and the results, including CO_2 emissions, are detailed in the report and the Summary Statistics section. For the purposes of this executive summary there is a scoring system which combines overall performance into a single SHIFT score. The score is based on historic weightings derived by social landlords. As a caveat, the scoring is purely a convenience and should not be taken as anything other than that. The priority of the SHIFT assessment is to provide environmental metrics, backed by a defendable audit trail. The chart below shows Ongo's score and comparison against peers in UK social housing.



Ongo has achieved the SHIFT Gold accreditation, with a score of 64.37%. It ranks 3rd out of the 40 most recent SHIFT assessments.

We strongly encourage you to take the steps outlined in this report to ensure effective management of resources, leading to a sustainable stock and operations. Beyond the environmental necessity, there is significant evidence demonstrating the financial advantages of these actions[1]. As well as driving action, clients use the data in their SHIFT report for:

- Effective environmental strategy development
- ESG reporting
- Annual progress monitoring on environmental targets
- Compliance reporting – most recently SECR reporting

SHIFT also has the bronze, silver, gold and platinum accreditation element. Clients find this useful for having a single corporate aim for all directorates and for easy communication with stakeholders. However, clients are reminded that this is not the point of SHIFT. The purpose of SHIFT is to provide you with highly useful data to effectively manage your way to a sustainable stock and sustainable operations.

[1] https://shiftenvironment.co.uk/news/financial-benefits-of-sustainability/

Summary statistics

Carbon

Environmental issue	Absolute[1]	Intensity[2]	Intensity target for SHIFT platinum 2025[3]	Long term intensity target (by 2050)
SAP - all homes	73.84 SAP	86.02% of all homes SAP 69 or higher	SAP 74.94×	SAP 85
Individually heated homes, regulated emissions Scope 3	22,070.31 tonnes CO2e	2,083.87 kg CO2e / independently heated home		
Communal heat systems Scope 1 Scope 2 Scope 3	977.24 tonnes CO2e 0.00 tonnes CO2e 0.00 tonnes CO2e	9,473.45 kWh / home managed	5177.58 kWh / home managed×	3600 kWh / home managed
Other landlord supply Scope 1 Scope 2 Scope 3	78.97 tonnes CO2e 214.68 tonnes CO2e 18.97 tonnes CO2e	28.02 kg CO2e / home managed	100.86 kg CO2e/ home managed✓	0 kg CO2e/home managed
Offices Scope 1 Scope 2 Scope 3	34.11 tonnes CO2e 38.93 tonnes CO2e 3.44 tonnes CO2e	27.54 kg CO2e / m2	48.19 kg CO2e/m2✓	0 kg CO2e/ m2
Business mileage Public transport (Scope 3) Employee-owned (Scope 3) Pool cars (Scope 1)	0.05 tonnes CO2e 46.41 tonnes CO2e 0.77 tonnes CO2e	4.23 kg CO2e / per home managed	8.49 kg CO2e / per home managed✓	0 kg CO2e/ home managed
Maintenance activities DLO (Scope 1) DLO (Scope 2) DLO (Scope 3) External (Scope 3)	743.24 tonnes CO2e 0.00 tonnes CO2e 0.00 tonnes CO2e 247.42 tonnes CO2e	124.61 kg CO2e / per home managed		0 kg CO2e/ home managed
Embodied carbon Maintenance (Scope 3) New Build (Scope 3)	435.05 tonnes CO2e 9,150.96 tonnes CO2e	39.00 kg CO2e/per home managed 35,196.00 kg CO2e/ per new home		0 kg CO2e/ per home managed 0 kg CO2e/ home managed

Other environmental performance

Environmental issue	Absolute[1]	Intensity[2]	Intensity target for SHIFT platinum 2025[3]	Long term intensity target (by 2050)
Water - homes	1.34 million m3	142.81 lpd	136.55 lpd×	110 lpd
Water - offices	451.00 m3	5.07 m3 / employee / year	6.02 m3 / employee / year✓	3 m3 / employee / year by 2030
Waste - homes	0.00 % homes with internal recycling bins	4.63 % increase in residents diverting waste from landfill	7.59% increase in residents diverting waste from landfill×	17.6% increase in residents diverting waste from landfill
Waste - offices	5.66 tonnes	100.00 % of waste diverted from landfill	75.03 % waste diverted from landfill✓	100 % diverted from landfill
Flytipping - number of incidents	610.00 incidents	54.68 incidents / 1000 homes managed		
Promotion of sustainable transport facilities - homes	0.00 % homes with cycle storage	0.74% increased likelihood of resident use		100 % increased likelihood of resident use
Responsible materials - maintenance & capital works	78.84 %	78.84 %	53.29 % responsibly sourced✓	100 % responsibly sourced
Responsible materials - offices	42.66 %	42.66 %	63.71 % responsibly sourced×	100 % responsibly sourced
Resilience to climate change - flooding	83.33 % low risk 0.00 % medium risk 16.67 % high risk	83.33 % of homes resilient to flood risk	85.63 % resilient to flood risk×	100 % resilient to flood risk
Resilience to climate change - overheating	98.50 % low risk 1.50 % medium risk 0.00 % high risk	98.50 % of homes resilient to overheating risk	81.03 % resilient to overheating risk✓	100 % resilient to overheating risk
Biodiversity value	750.05 tonnes biomass above ground	4.67 tonnes biomass per hectare	10.59 tonnes biomass per hectare×	11.9 tonnes biomass per hectare by 2043

1 – In line with best practice environmental reporting, the absolute environmental impact is given here – this gives an overall assessment of impact.

2 – In line with best practice environmental reporting, the intensity is given. Intensity is the environmental impact per meaningful unit. E.g. per home managed or per m^2 of office space. Intensity allows organisations to monitor progress towards long term aims, even if they change in size e.g. gain more homes or office space. Intensity is used for SHIFT scoring and benchmarking.

3 – When '✓' is displayed, you are achieving or exceeding the platinum intensity target for the year stated. When '×' is displayed, the platinum intensity target has not been met.

Priority actions

Throughout this report, actions are listed under the relevant part of your organisation and environmental issue. To help identify the most important actions we have graded each action against a set of criteria. The more criteria that are met, the higher the priority for the action. Suggested criteria are:

- Cost
- Staff resources
- Importance – based on likelihood of being regulated
- Peer comparison – if lower in the benchmark, then this would indicate that this is more urgent

The actions are described in ways that departments can implement. The efficacy of the actions will be reported in future SHIFT reports (for example, carbon emissions will decrease). Implementing an action does not necessarily equal more SHIFT points directly. However, landlords that take time to improve data quality and monitor their environmental performance tend to perform better in terms of their SHIFT scores. We suggest that monitoring of actions is carried out in normal business processes (e.g. appraisals, quarterly reports).

To help you focus on priority actions, your SHIFT assessor can extract the following information, based on this report:

- The actions described in this report
- Where data allows, a ranked breakdown of the energy efficiency of your communal heating systems
- An indication of which part of your organisation is contributing most to sustainability

If you require this in any other format or wish to amend any suggested actions, please let your assessor know as this may require extended consultation work.

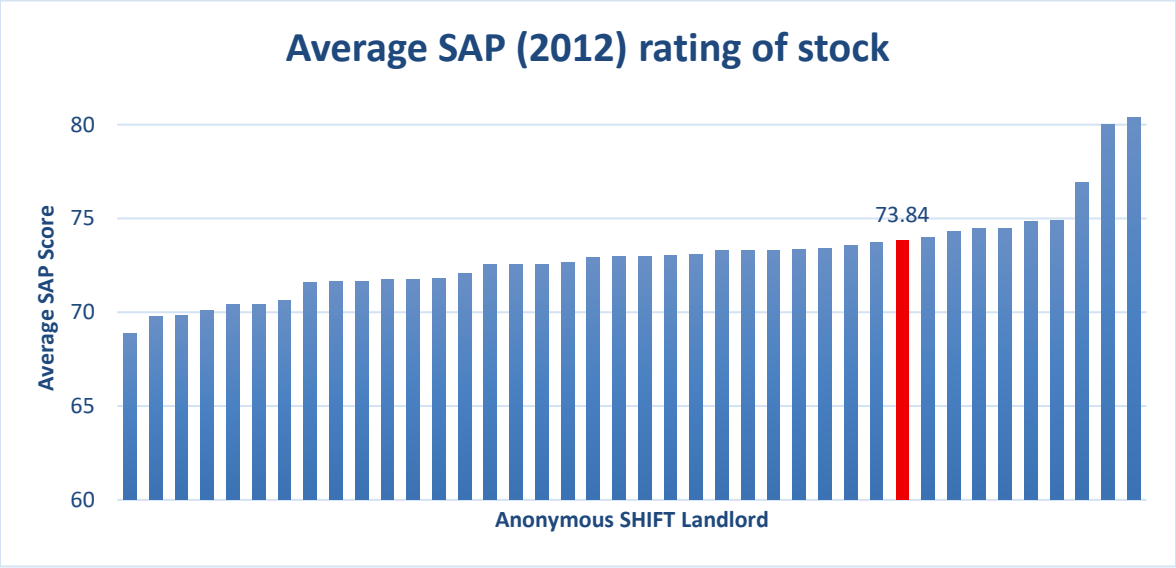
Existing Homes

Most of the homes that exist now will be in use in 2050 and it is essential to ensure that existing homes are truly sustainable. Key issues remain energy efficiency, adaptation to climate change and biodiversity and green spaces. Your performance in each of these areas, and others, is presented below.

Energy and average SAP

SAP is the UK's standard measure for energy efficiency of homes. Higher SAP scores indicate lower running costs for homes and correlate with lower CO_2 emissions. Despite well-known inaccuracies in the SAP methodology, it is a good proxy for CO_2 emissions and SAP remains the Government's favoured method for assessing energy efficiency. The net zero plan for UK homes is a combination of achieving EPC C or above for all properties, shifting to non-fossil fuel heating (with corresponding changes to SAP methodology) and expected energy efficiency standards for new builds up to 2050. SHIFT research indicates this results in an average SAP of 85.

Energy performance data was extracted by Ongo's Sustainability Manager from their asset management database, MRI/Promaster, which indicated an average SAP of 73.84 has been achieved across their housing stock.

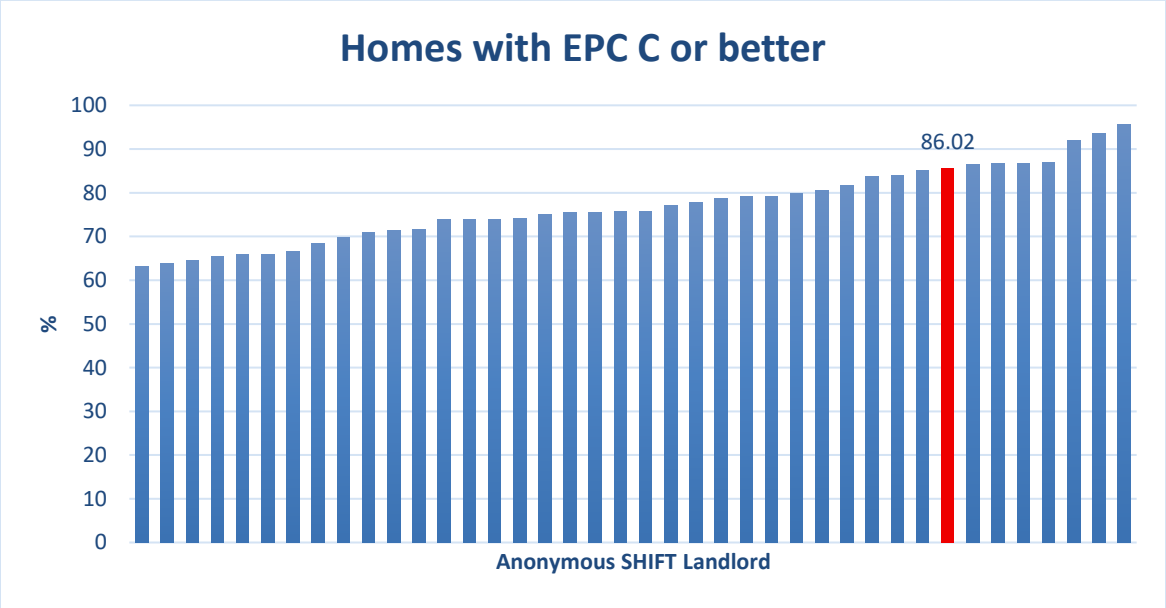


Peer Comparison: Comparable

Fuel poverty

Tackling fuel poverty aligns with the UK's net zero pathway. As well as significantly improving environmental performance, achieving EPC C / SAP 69 will dramatically improve the lives of residents in both health and financial terms.

Consulting Ongo's asset management database, 9,596 properties are believed to be EPC C or above, this equates to 86.02% of Ongo's stock. Including leaseholders and shared ownership properties may bring this figure up but as Ongo are not responsible for major works for these properties, they have been excluded from the SHIFT assessment.



Peer Comparison: Good

Recommended Improvements:

Action	Cost High/ Medium /Low	Staff resources High/ Medium /Low	Likelihood of regulation High/ Medium /Low
Develop long term, detailed, address-level plans that align with the UK's net zero pathway for homes, namely EPC C by 2030 then gradually upgrade to non-fossil fuel heating systems up until 2050. 3rd party	Low	Low	Low

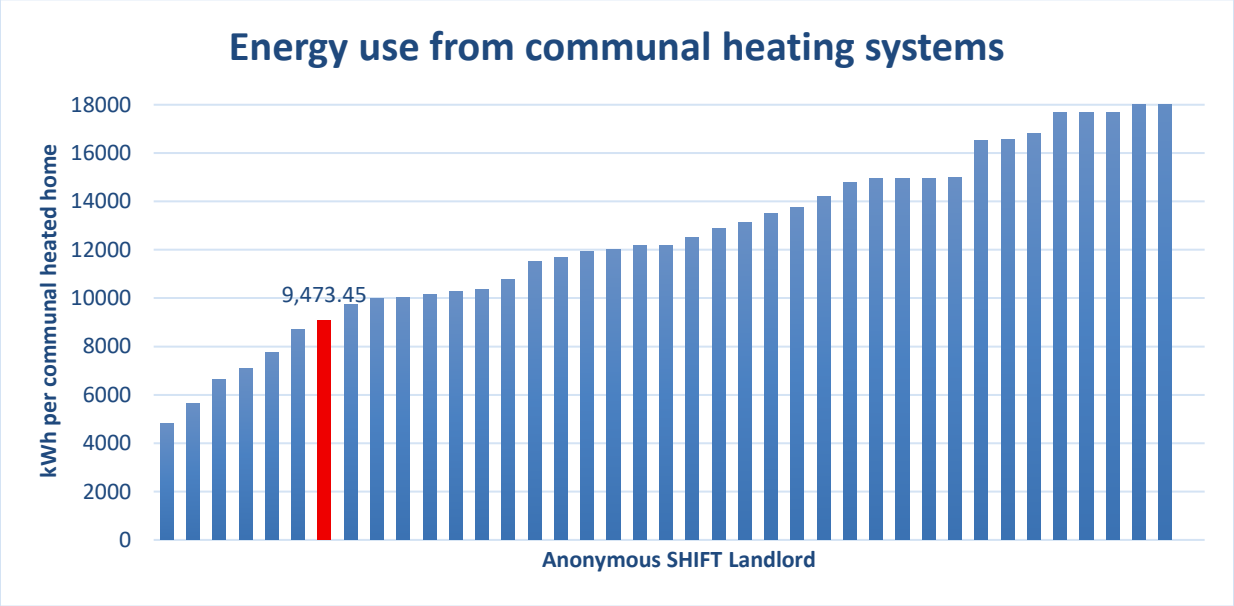
software is available to allow you to do this. See Completing an EPC analysis of your housing stock for more information.			
Devise and implement a first year plan: 1. Divide the number of homes lower than EPC C by 5 to get the annual number of homes that need to be upgraded by 2030 2. Select ~80% of the annual number from the worst performing homes in the stock and carry out the interventions necessary to get them to EPC C as identified in the long term plan. Ensure completion by end of the year.	Medium	Medium	High
Upgrade ~10% of the annual upgrade number when triggered by component replacements and/or voids. The aim is to get teams used to doing opportunistic upgrades at the same time as other works. The most obvious example is to install solar PV at the same time as a roof replacement.	Low	Medium	high
Upgrade ~10% of the annual upgrade number with a heat pump, EWI and/or solar PV where appropriate as identified in the long term plan. The idea here is to start spreading examples of the technologies throughout the stock so that residents get used to it and share positive experiences with other tenants. This is essential to gain access to other homes in future upgrade programmes.	Low	Medium	high
Repeat the actions for the first year plan each year until 2030 and monitor performance by tracking the % of homes that are EPC C or better. This should be 100% by 2030.	high	high	high

Monitor policy changes for beyond 2030 in readiness for upgrading heating systems to non-fossil fuel versions that do not add extra cost for residents.	Low	Low	high

District and communal heating

Energy for communal and district systems is a huge cost to landlords and is highly visible. The heating systems are known to be very inefficient and are not adequately reflected in the SAP rating. They are also regulated under the Heat Metering regulations which may require retrofitting heat meters at some point in the near future. SHIFT research indicates that an efficient communal heating system, comparable with a SAP 85 property, would require only 3,600 kWh of heating and hot water energy per home.

Ongo identified 564 communally heated properties. These should be clearly documented under the requirements of the Heat Networks (Metering and Billing) Regulations 2020. The relevant 2024 Defra conversion factors have been applied to the total 5,343,028 kWh of energy were used in Ongo's communally heated homes. This equates to 9,473.45 kWh per home and 977.24 tonnes CO_2 e. The table below shows the average kWh values per communally heated home from other SHIFT landlords.



Peer Comparison: Ahead

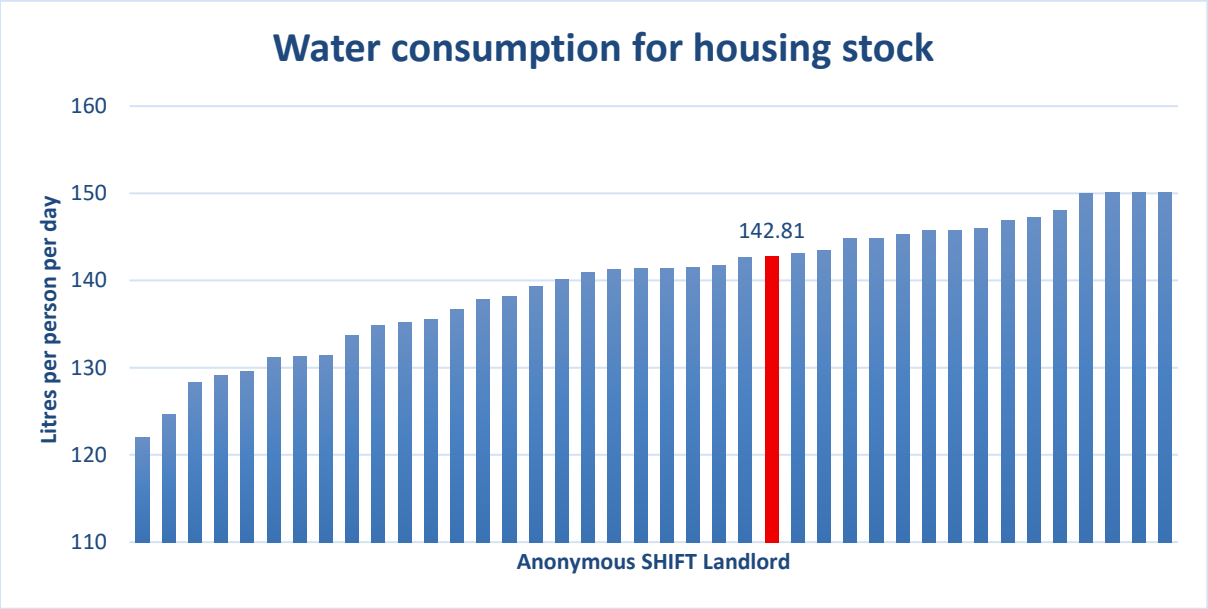
Recommended Improvements:

Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Identify worst performing blocks by calculating kWh/unit and benchmarking against other blocks or against SAP estimates of what the kWh/unit should be.	Low	Low	Medium
Install individual meters in properties where viable	Medium	Medium	High
Devise and implement upgrades to the worst performing block. Aim for EPC C or better homes with non-fossil fuel heating.	Medium	Medium	High
Improve databases to show a clear link between communally heated homes and the addresses on energy broker data. E.g. have the block UPRN appear on broker lists of energy usage. This allows more accurate reporting and monitoring of energy and CO_2 emissions.	Low	Low	Medium
Devise a plan to upgrade all communal heating systems such that they do not us non-fossil fuel heating by 2040.	Low	Low	Medium

Water

At the time of writing there are emerging targets for water efficiency. In England the target is 110 litres per person per day by 2050.

As with most landlords no complete assessment has been made of water efficiency in Ongo's stock. Therefore, the SHIFT water efficiency estimator tool has been used. This uses build age data to identify the likely water efficiency measures in place. For Ongo this estimated 142.81 litres per person per day (lpd).



Peer Comparison: Comparable

Recommended Improvements:

Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Create a database which shows the water efficient fittings for each home. SHIFT can give you first pass assumptions to help populate the database. As well as showing data for existing homes, the database can be populated with information from new build.	Low	Low	Low

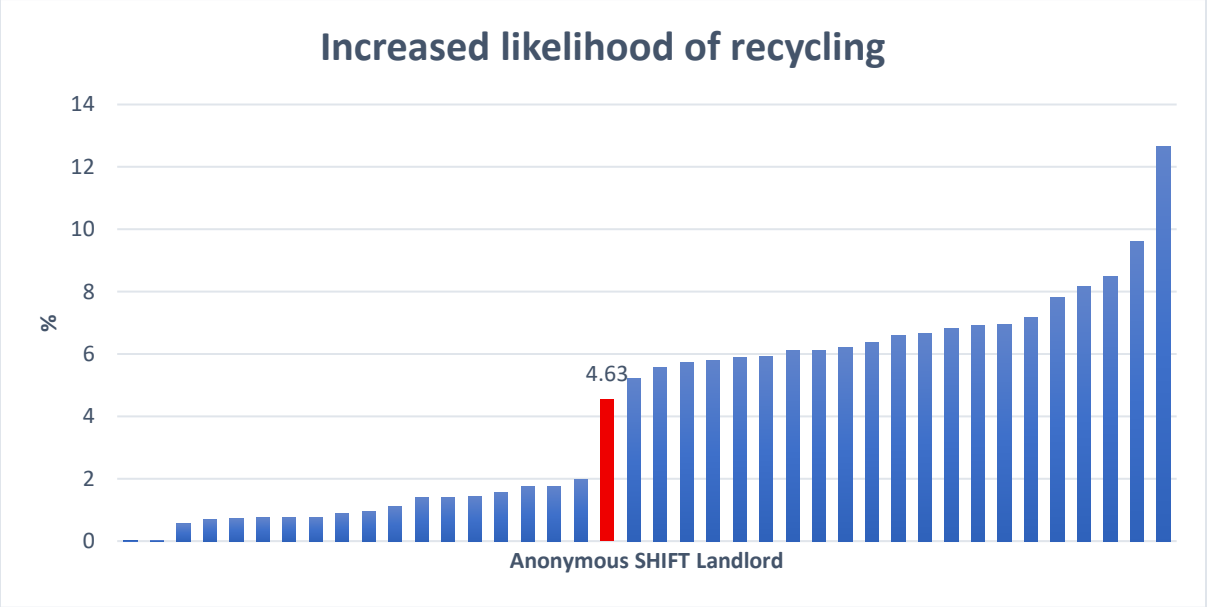
Update all retrofit specifications for water fittings. Suggested values are: • **WC 4/2.6 litres dual flush** • **Shower 8 l/min** • **Bath 170 litres** • **Basin taps 5 l/min** • **Sink taps 6 l/min** • **Water meter**	Low	Low	Medium
For 100% of bathroom and kitchen upgrades install water fittings to the new specification and record upgrades on the water efficiency database.	Medium	Medium	Medium
For at least ~5% of voids with a shower flow rate of 8 litres/min, retrofit an aerating shower head/fitting and record upgrade on the database.	Low	Low	Medium
For at least ~5% of voids with a non-dual flush toilet, retrofit a water displacement device to reduce flush volume.	Low	Low	Medium
Contact your local water supplier and explore ways to get meters retrofitted in voids.	Low	Low	Medium
Put water saving tips for residents on Green Pages	Low	Low	Low
Active engagement: encourage residents to use water efficient appliances, and liaise with installers to ensure advice on how to maximise efficiency of installations is provided (and recorded) as standard for all work completed	Low	Medium	Low
Devise a plan to ensure that all homes have water efficient fittings by 2050.	Low	Low	Low

Implement the water efficiency plan.	Medium	Medium	Medium

Domestic recycling

This SHIFT metric reflects the measures that landlords can take to encourage additional recycling by residents, above and beyond what local authorities are doing to boost recycling rates.

SHIFT estimates that 0% of Ongo's homes have internal recycle bins fitted using build date assumptions. Ongo provided evidence that residents were both actively and passively engaged in domestic or bulky waste disposal during the reporting period. Ongo have a dedicated recycling page on their website advising residents what can be recycled and where. Furthermore, Ongo hosted several litter picking days, actively engaging with 24.11% of their residents. Based on the passive and active engagement, a 4.63% increase in the likelihood of residents diverting waste from landfill is estimated.



Peer Comparison: Comparable

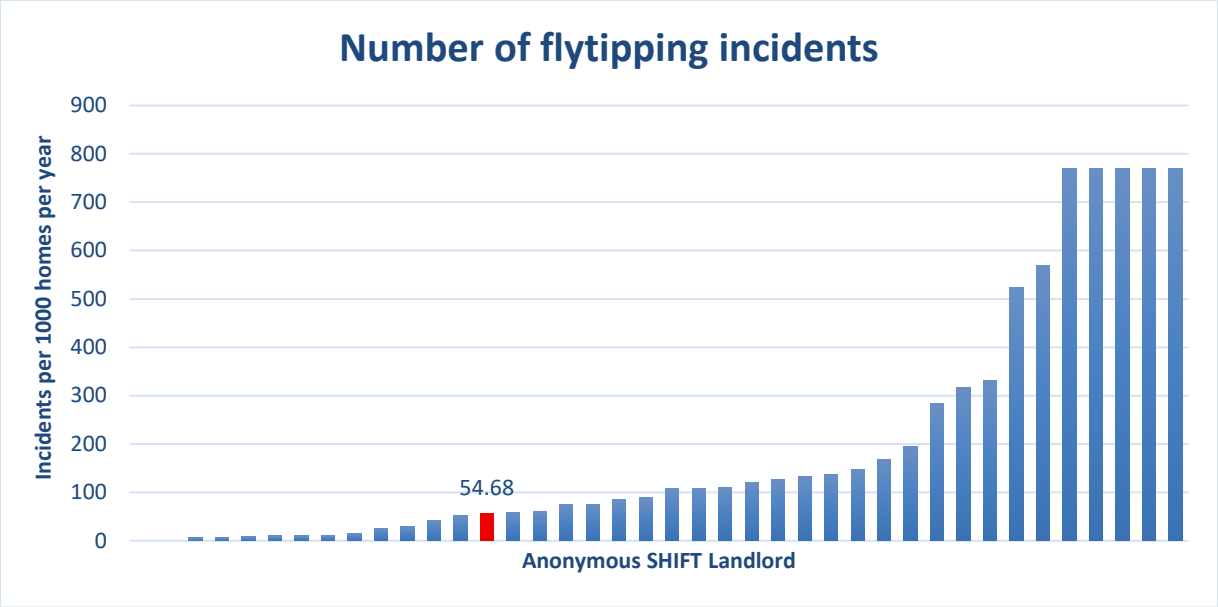
Recommended improvements:

Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Include internal recycling bins in your asset database. SHIFT can give you first pass assumptions to help populate the database. As well as showing data for existing homes, the database can be populated with information from new build.	Low	Low	Low
Update kitchen retrofit specifications to include internal waste recycling bins and ensure new build specifications include recycling bins as standard	Low	Low	Low
For 100% of kitchen upgrades install internal waste bins to the new specification and record upgrades on the internal waste bin database.	Low	Medium	Medium
Put waste reduction and recycling tips for residents on Green Pages. This should include details on bulky waste.	Low	Low	Low
Develop an active engagement programme on waste management and ensure all interactions are recorded for environmental reporting	Low	Medium	Low

Fly tipping

Fly tipping is unsightly, presents a potential fire hazard and is costly for landlords to deal with.

610 flytipping incidents were recorded by Ongo over the reporting period, equating to 54.68 incidents per 1000 homes.



Peer Comparison: Ahead

Recommended improvements:

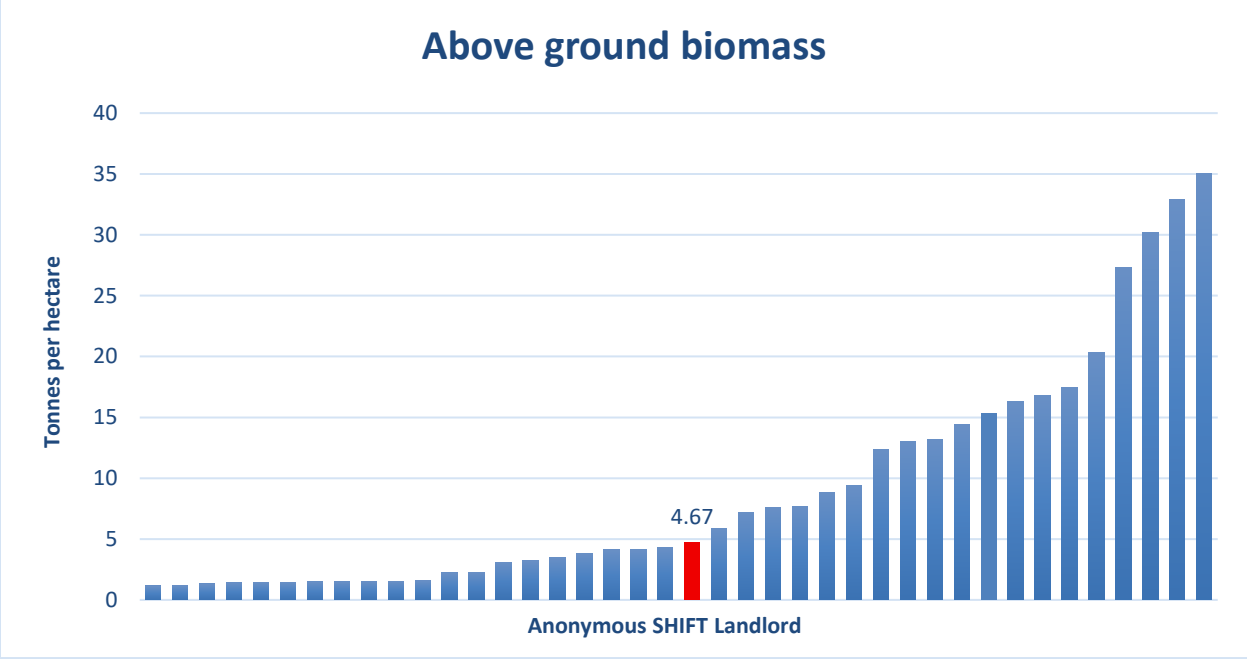
Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Put instructions on how residents can deal with bulky waste appropriately on Green Pages.	Low	Low	Low
Devise a strategy to reduce fly-tipping to zero incidents per 1,000 homes by 2050, including interim monitoring targets and milestones.	Low	Low	Low
Implement the strategy to reduce fly-tipping and monitor impact.	Medium	Medium	Low

Biodiversity and green spaces

Green spaces and biodiversity can deliver major benefits to our health and wellbeing. These include air quality improvement, flood attenuation, cooling during heatwaves, recreational value and carbon sequestration. As such biodiversity is rising up national, international and ESG agendas. Biodiversity Net Gain (BNG) is beginning to impact new build developments and the methodology provides a good way to measure biodiversity in general. We are reviewing the methodology and data and intend to introduce it in future SHIFT assessments. What is very clear from all methodologies, targets, and initiatives is that the amount of land owned by landlords will need to be known.

For the time being, SHIFT research indicates that there should be 11.9 tonnes of above ground biomass per hectare of landlord land by 2043. This metric aligns with ESG reporting and provides an estimate of above ground biomass per hectare from land coverage data on all land holdings, including gardens as well as communally maintained land. It provides an indication of the level of biodiversity.

Using property type information provided on Ongo's asset database and a tree survey, the SHIFT biodiversity tool estimated 4.67 tonnes of above ground biomass per hectare of land owned, which equates to 750.05 tonnes of biomass across Ongo's stock. It should be noted the tree survey dates from 2017 and will need to be updated to be accepted for future SHIFT assessments.



Peer Comparison: Comparable

Recommended improvements:

Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Create a database which shows the m^2 total land area for each property (including vegetation types for private gardens). Include other land owned beyond buildings and tree loc**ations** and canopy sizes. SHIFT can provide a first pass assumption. As well as showing data for existing homes, the database can be populated with information from new build.	Low	Low	Low
Devise a plan to achieve 11.9 tonnes above ground biomass per hectare by 2043, with the caveat that this may be superseded if new guidance emerges. Include milestones and interim monitoring targets. Innovative ways to increase biodiversity should be included (e.g. green roofs/walls, street trees).	Low	Low	Medium
Convert mown grassland to wildflower areas – this enhances biodiversity and reduces maintenance costs.	Low	Low	Low
Implement biodiversity and green spaces strategy and monitor progress against milestones and biomass/ha interim targets.	Medium	Medium	Medium

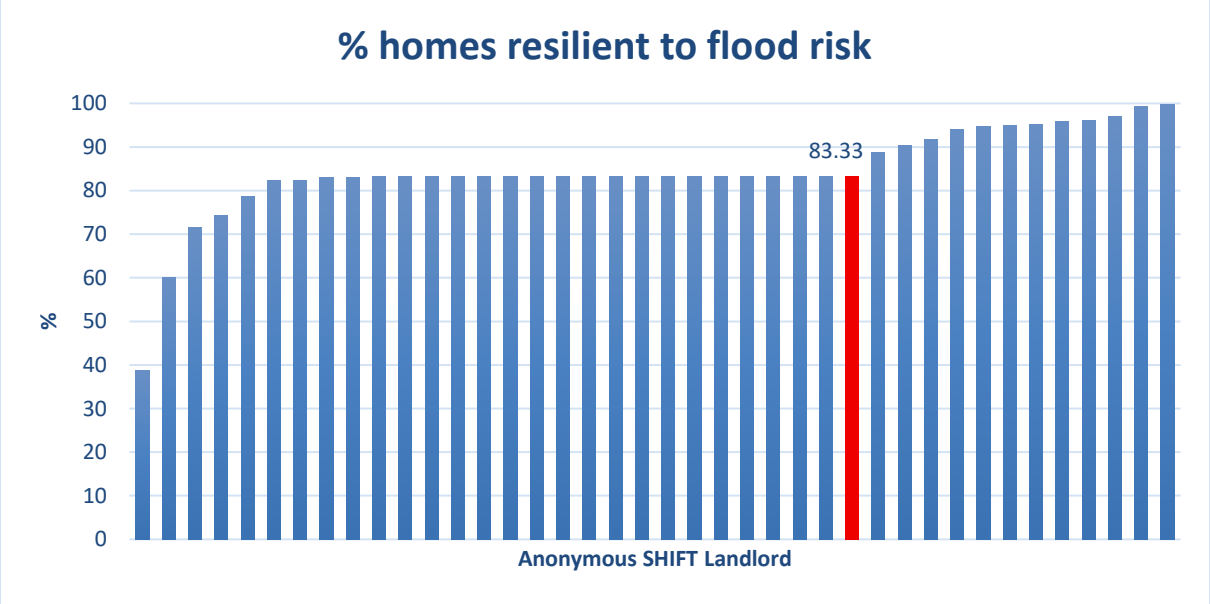
Homes resilient to flooding

Met Office projections indicate more flood events. The Environment Agency states that over 3 million properties in England are at risk of surface water flooding, even more than those at risk

from rivers and the sea (2.7 million). The ideal is to have 100% of homes at low risk or adapted to flooding. For SHIFT purposes, we define adapted as homes that are in locations at low risk of flooding or homes that have responsive actions in place to quickly react to a flood event or flood warning. Homes may still flood, but they can be quickly occupied again after a flood event.

Environment Agency research on flood risk in England indicates that 1 in 6 properties are at risk of flooding. It is considered best practice to assess individual property level flood risk which includes the risk of fluvial and surface water flooding and groundwater if a known risk. Surface water flooding is especially important to assess in urban areas as it is projected to be the most likely form of flooding in future years.

Ongo were unable to provide a flood risk assessment down to UPRN level, therefore using Environment Agency research it is estimated that 83.33% of Ongo's homes are at low risk of flooding. Ongo have developed a business continuity plan that contains incident response plans related to flooding for their homes at risk of flooding.



Peer Comparison: Comparable

Recommended improvements:

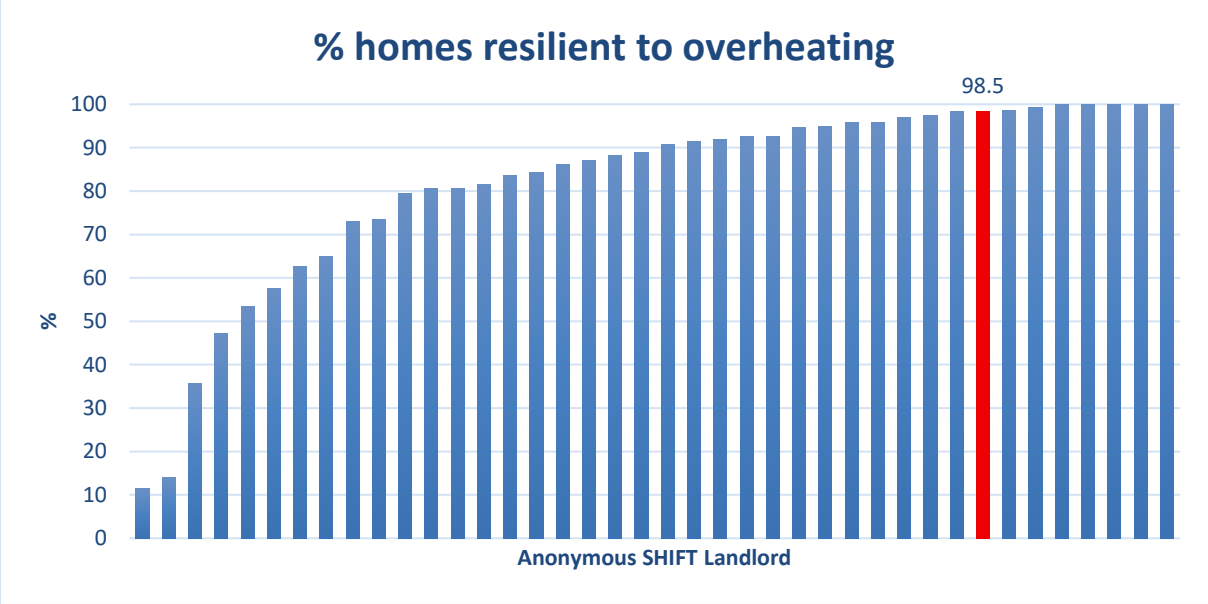
Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Assess flood risk and include this in your asset database. This should include fluvial and surface flood risk, be address specific and assessed within the most recent 3 years. As well as showing data for existing homes, the database can be populated with information from new build.	Low	Low	High
Devise a flood resilience strategy including interim monitoring metrics, with the end goal to have 100% of homes resilient to flood by 2050. Ask your SHIFT assessor for our suggestion which clients are free to use.	Low	Low	High
Implement flood resilience strategy and monitor against interim targets.	Medium	Medium	High

Homes resilient to overheating

Met Office data (and recent experience) indicate that heat waves will become more prevalent in coming years. Landlords will need to adapt and manage their stock such that residents are protected from adverse effects. For SHIFT purposes, we define adapted as homes that are either at low risk of overheating or homes that have responsive actions in place to quickly react to overheating events or overheating warnings. Homes may still overheat, but they can quickly be occupied again after a heat wave event.

The SHIFT overheating risk assessment uses information on housing stock property types, postcodes, communal heating and build dates along with SHIFT sourced data on risk factors such

as the urban heat island effect and population density to estimate overheating risk in Ongo's housing stock. It is estimated that 98.5% of Ongo's homes are at low risk of overheating.



Peer Comparison: Good

Recommended improvements:

Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Create an overheating resilience database to UPRN level. As well as showing data for existing homes, the database can be populated with information from new build.	Low	Low	High
Devise an overheating resilience strategy including interim monitoring metrics, with the end goal to have 100% of homes resilient to flood by 2050. Ask your SHIFT assessor for our suggestion which clients are free to use.	Low	Low	High

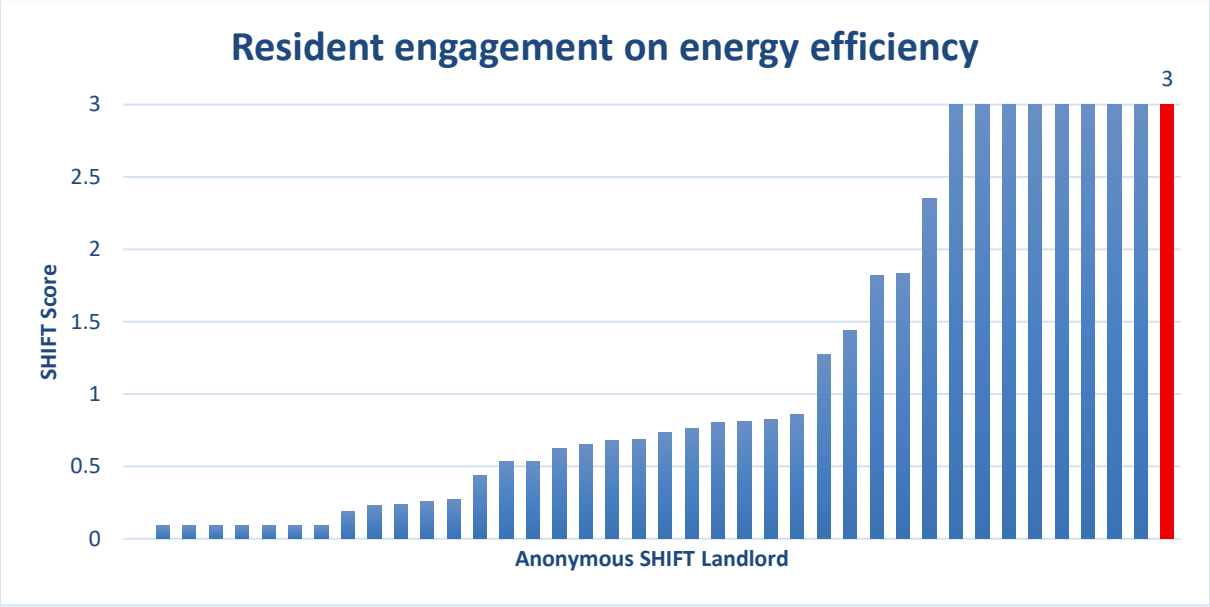
Implement the overheating resilience strategy and monitor against interim targets.	Medium	Medium	High

Resident engagement

Energy Efficiency

Resident engagement is an important way of encouraging residents to lead more sustainable lives and to save both energy and money. There is an emerging nuance with resident engagement as it is recognised that there will be huge disruption as each home is transformed to net zero. Explaining and demonstrating the benefits of net zero will also be vitally important.

100% of residents have access to energy efficiency advice through Ongo's website. Their 'energy efficiency' page has number of tips on saving energy around the house. While it is important for residents have access to this information, it is difficult to monitor the effectiveness/interaction of this engagement. It is considered that more active engagement with residents can have the greatest impact. Ongo provided evidence of having made over 2,000 visits to residents and provided the checklist of topics covered, which includes energy efficiency advice. They also provided energy advice for their tenants through their energy advice programme, in total actively engaging with 42.64% of residents. These measures resulted in a SHIFT score of 3 out of 3 for performance on resident engagement on energy efficiency. This is benchmarked against other SHIFT landlords below.



Peer Comparison: Good

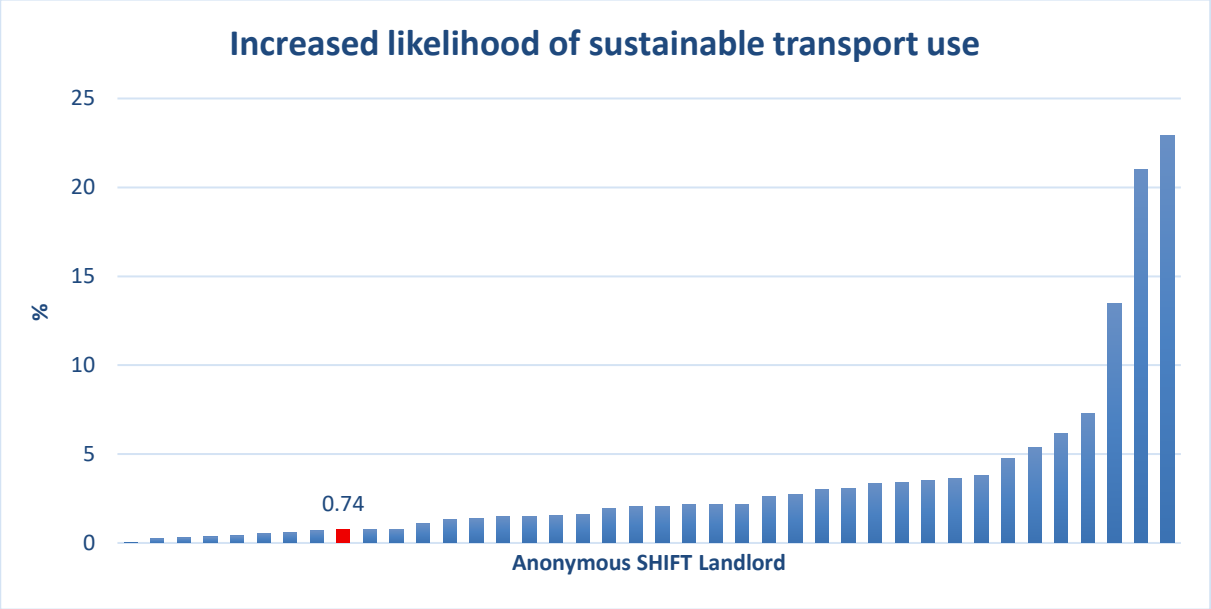
Recommended improvements:

Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Create a green pages website which residents can refer to for tips on greener living. These should include energy efficiency, water efficiency, reducing waste, coping with flood risk and heat waves, sustainable transport.	Low	Low	Low
Promote the green pages to 100% of residents each year.	Low	Low	Low
Design an active engagement programme that ensures that residents have an opportunity to learn first hand, from sufficiently knowledgeable people, how to lead a more sustainable life. Ensure the programme has milestones and meaningful targets and contact with residents is recorded.	Low	Low	Low
Implement the active engagement programme.	Medium	Medium	Low

Sustainable transport

Transport facilities and initiatives for residents can help to encourage sustainable travel choices which reduce carbon emissions and improve local air quality. This metric is based on the provision of cycle storage facilities as well as transport advice, from travel maps and timetables to cycling and eco-driving training. The national plan for transport is to encourage everyone to switch to walking and cycling, coupled with moving to electric vehicles. It is recognised that poor air quality is an issue to residents across the UK and that inequalities exist; air pollution can disproportionately impact less affluent areas. Attempts to improve local air quality will be essential and promoting active transport and low emission travel is a priority.

For sustainable transport facilities it has been estimated that 0% of Ongo's homes have cycle storage facilities provided based on build date assumptions. Ongo provided evidence that 2.9% of Ongo homes have EV chargers installed. Currently, no address specific sustainable transport advice is provided to residents. As a result of Ongo's homes with EV chargers, the increased likelihood of residents using sustainable transport is 0.74%. Below you can see how your performance compares to other SHIFT landlords.



Peer Comparison: Poor

Recommended improvements:

Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Create Green Pages for residents which provides transport information. This will include cycle path maps and public transport options. Car clubs and other sustainable transport options can be included.	Low	Low	Low
Create a database which shows sustainable transport features that are	Low	Low	Low

included in each home. This can be an add-on module to asset management database. It should have fields for noting the presence of cycle storage, nominated parking and EV chargers. As well as showing where current cycle storage is located, the database can be populated with information from new build. SHIFT can provide first pass assumptions of which homes may have cycle storage to start the database.			
Retrofit at least 1% of homes with EV chargers and record in the database.	Low	Low	Medium
Retrofit at least 1% of homes with cycle storage units and record in the database.	Low	Low	Medium

New build

More sustainable new homes means lower whole-life costs for the landlord. Retrofitting non-sustainable homes at a later date incurs higher whole life costs for the landlord. In addition, when good quality new homes are added to the asset register, they improve the average environmental performance in a cost-effective manner.

The SHIFT metric factors in a range of measures to determine the sustainability of new builds, including energy efficiency, above ground biomass, flood risk, overheating risk, recycling support, use responsibly sourced materials and sustainable transport support.

We also encourage the use of some form of third-party verification to ensure that the so-called performance gap between design and final home, is minimised. There is no intention to create an industry out of this and we believe that there is sufficient data and systems in place to do this effectively without extra cost.

Figures for this assessment were provided by Ongo's Head of Development and Sales. It indicated that 44.23% of homes achieved an EPC A (SAP 92+), and 55.77% a high EPC B (SAP 86-91). It is highly recommended that Ongo builds more homes to an EPC Grade A (SAP 92+ minimum). Ongo recognise that this will help bring up its average energy efficiency closer to environmentally safe levels and reduce the level of investment needed in its existing stock in order to achieve the net-zero 2050 target.

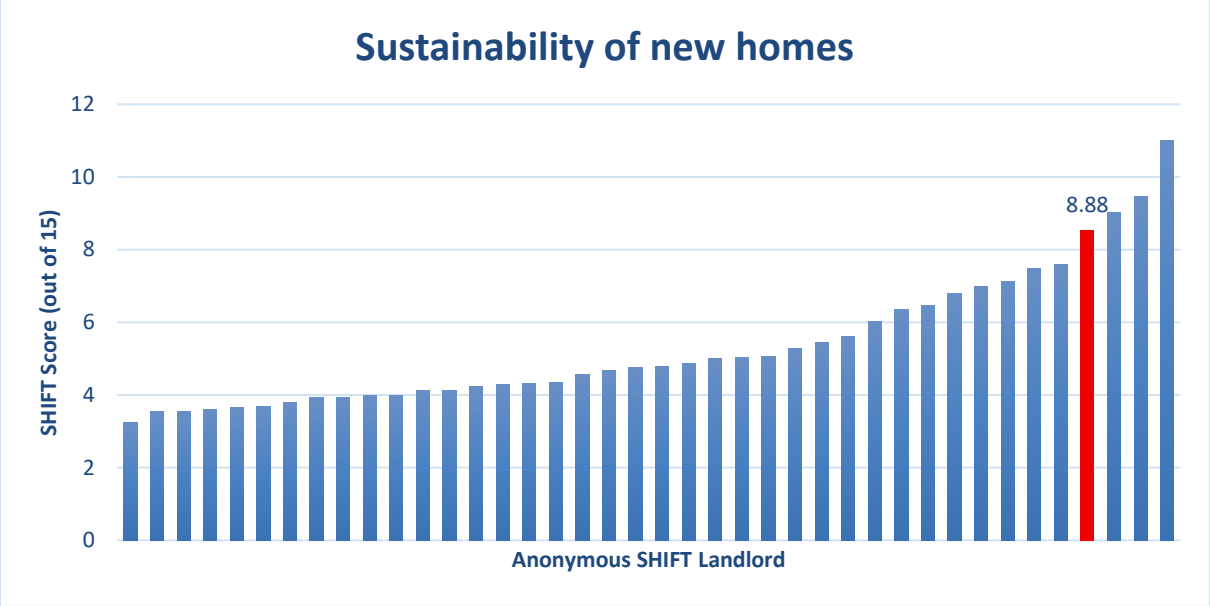
Ongo provided figures for the following sustainability features:

- Internal recycling bins: 0%
- Low risk of flooding: 96.15%
- Low risk of overheating: 100%
- Sufficient biomass/biodiversity: 0%
- Cycle storage: 4.62%
- Responsibly sourced materials: 100%

Ongo did not provide any evidence of post-occupancy verification of their new builds to determine whether the above sustainability features have been installed as expected by the developers.

Ongo were not able to provide detail regarding the embodied carbon of their new build homes, therefore the SHIFT default of 35,196 kg CO_2 e per home has been applied to estimate a total of 9,150.96 tonnes CO_2 e for the 260 homes built.

Using the SHIFT calculator for new build and the data above, the sustainability score for Ongo's new build homes is 8.88 out of 15.



Peer Comparison: Ahead

Recommended improvements:

Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Develop an environmental quality management system (EQMS) for new builds that includes net zero homes, in addition to other environmental issues, a design specification, independent on-site checks and post-handover checks. The system should enable easy data collection for a variety of reporting and hand over to asset management colleagues[2]. SHIFT	Low	Low	Low

[2] SHIFT: Data to transfer from the new build department to asset management

has produced a draft EQMS ask your SHIFT assessor for a copy.			
Implement the EQMS	Medium	Medium	Medium
Create your own design specification that includes building to an EPC A (high EPC B as a minimum). Ensure new builds meet this standard (as verified by the EQMS), at least on your land-led schemes. The cost to retrofit to Net zero (EPC A) will be more expensive than future-proofing homes as they are built.	Medium	Medium	Medium
Install MVHR space heating and heat-pump hot water heating in ~5% of new builds.	Medium	Low	Low
Conduct a supply chain survey of your new build contractors to ensure that they are working to the same sustainability goals as you. You can contact your SHIFT assessor for our supply chain survey but the main issue will be embodied CO_2 in the materials used.	Low	Low	Low

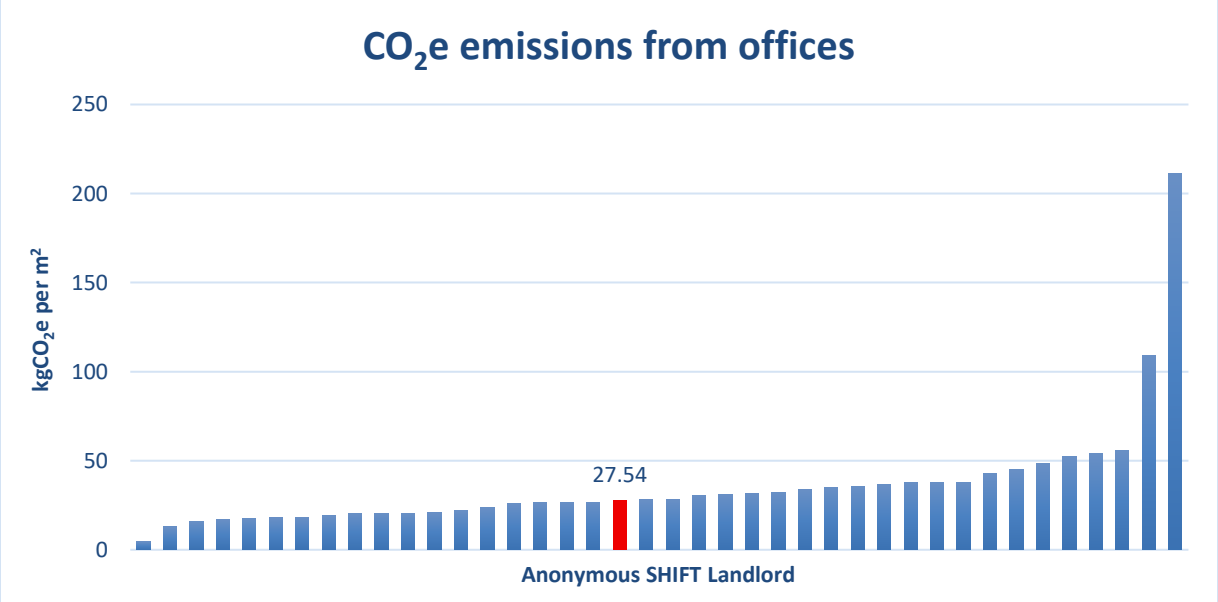
Offices & Operations

Offices and operations have a minor impact on the organisation's overall environmental performance but there are several advantages to focusing on improving their environmental qualities. Utility bills reduce, staff can see a tangible commitment to sustainability, and facilities teams gain first-hand experience in environmental technologies. In addition, new regulations are emerging which will impact on building performance.

Energy usage

The ultimate target is net zero emissions by 2050 through low energy demand buildings and a decarbonised grid. The Government states a target of rented non-domestic properties to be EPC B by 2030. Similar to homes, office buildings are expected to have non-fossil fuel heating systems.

Ongo provided updated energy data for their two office spaces at Ongo House and Cole Street. Office emissions have been calculated using the Defra carbon conversion factors. In total, it was estimated that 76.48 tonnes of CO_2 e were emitted in the assessment period which equates to 27.54 kg CO_2e per m^2 of office space.



Peer Comparison: Comparable

Recommended improvements:

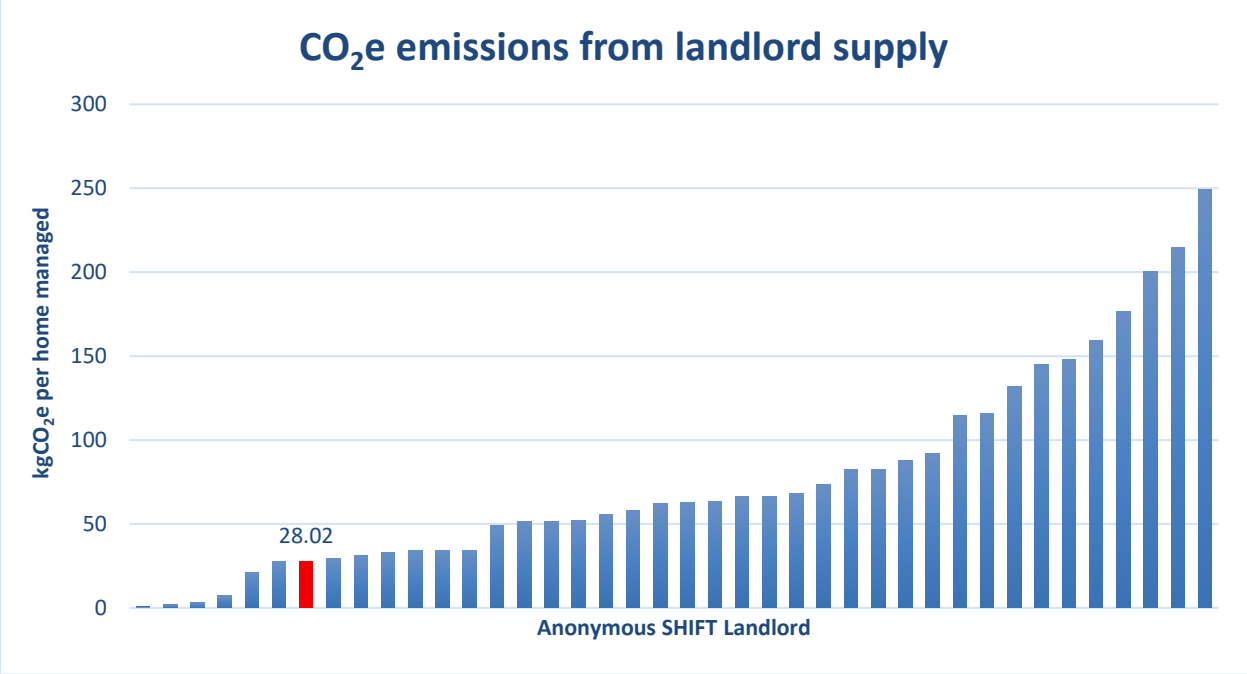
Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Devise plans to improve office energy efficiency – this can be by commissioning an EPC Recommendations Report and/or an ESOS[3] style review of each office. Ensure plans include transition to non-fossil fuel heating. This will most likely be electricity, but biomass and/or heat networks are also possible.	Low	Low	High
Implement the office energy efficiency plans.	Medium	Medium	High
Engage with staff annually to ensure energy efficiency is optimised through behaviours. Good housekeeping includes switching of computers, printing equipment, and lights when not in use.	Low	Low	Low

Other landlord supply

For SHIFT this is made up of communal areas in homes as well as 'other landlord supply' such as community centres. Ongo identified 1,468,584.62 kWh of communal area usage during the reporting period. The associated CO_2 was calculated using the relevant Defra conversion factors. This totalled 312.62 tonnes CO_2 e or 28.02 kg CO_2 e/home managed. This is for the total number of homes which Ongo have decent homes responsibility. In previous assessments this intensity ratio has been calculated for the homes served by communal areas and the energy use

[3] SHIFT ESOS reporting

from them. However, this intensity ratio aims to provide an indication of the energy consumption relative to the size of the organisation.



Peer Comparison: Ahead

Recommended improvements

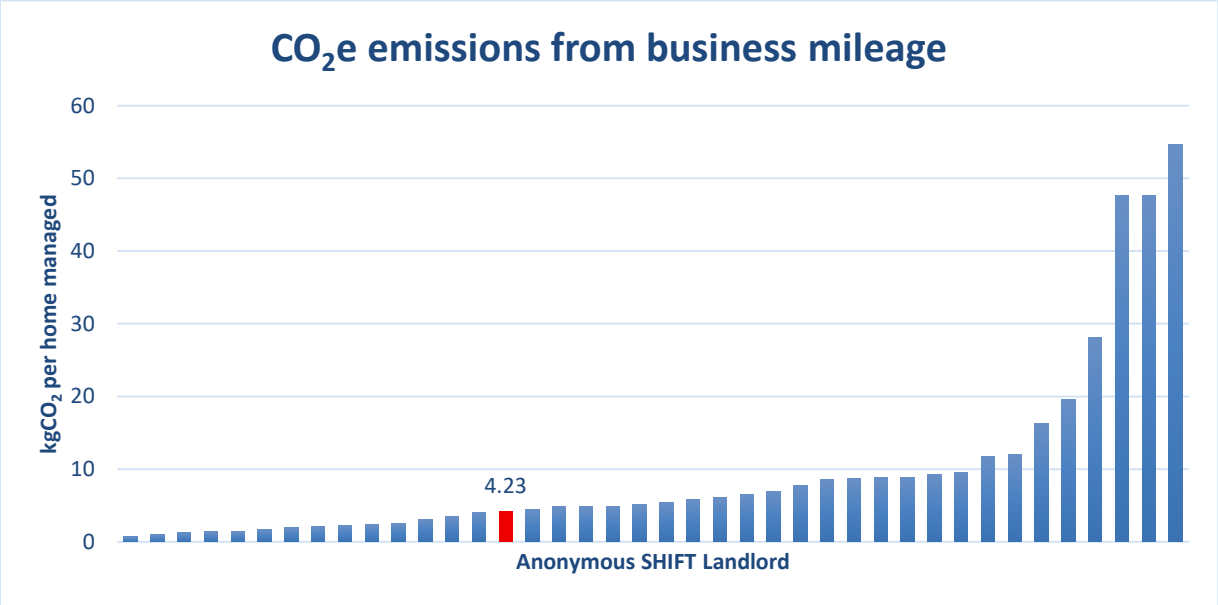
Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Devise and implement net zero plans for each site not already captured elsewhere in this report – typically street lighting and other non-domestic sites like community centres or sewage treatment plants	Medium	Medium	High

Set up regular (at least quarterly) monitoring of non-domestic properties by kWh/entity. The monitoring should incorporate broker data and report anomalies to asset management to rectify. Monitoring saves energy and easily provides data for compliance reporting. Ensure other fuel types (e.g. biomass, oil, heat and steam is also captured).	Low	Medium	Low

Business mileage

Controlling business mileage expenditure can make a real difference to landlords. The SHIFT metric for business mileage looks at car claims, public transport usage and air miles (if applicable).

Based on the evidence provided, it is estimated that 47.23 tonnes CO_2 e or 4.23 kg CO_2e per home managed was emitted through business travel.



Peer Comparison: Good

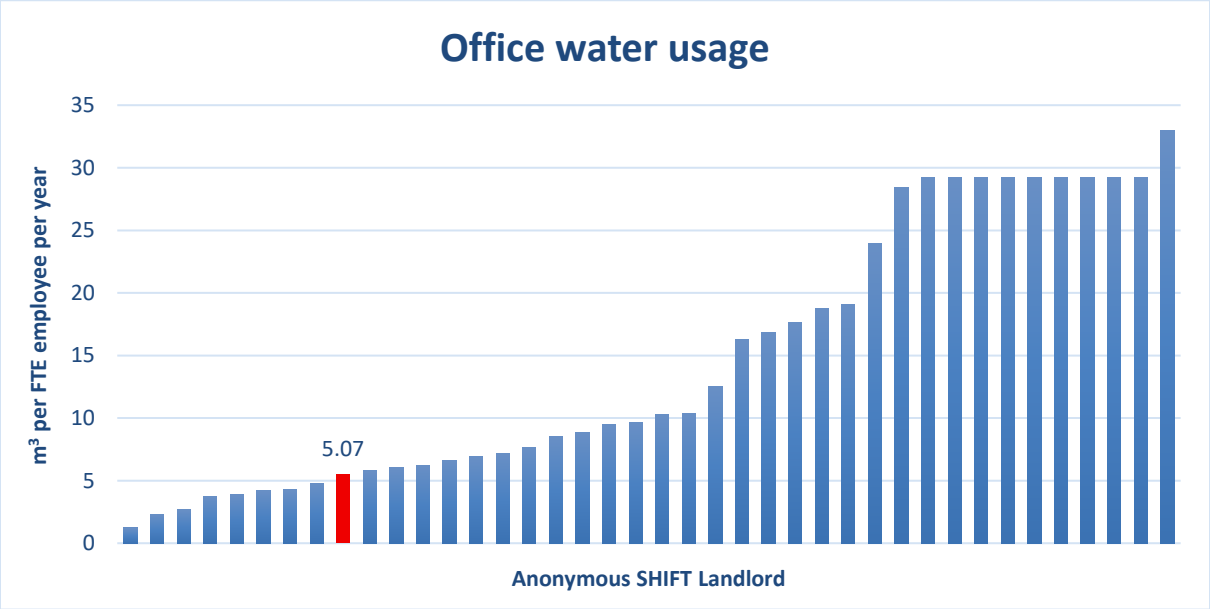
Recommended improvements:

Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Carry out an analysis of business miles per employee to identify those with the highest mileage and identify ways to reduce this (e.g. switching to videoconferencing).	Low	Low	Low
Devise a sustainable transport policy that encourages public transport, car-sharing, reduces unnecessary travel, walking and cycling for business purposes.	Low	Low	Low
Ensure mileage claims include type of car e.g. petrol, diesel, hybrid or electric. This enables accurate calculation of CO_2 emissions.	Low	Low	Low
Consider if electric pool cars are viable. They could be stored and charged at the head office if charging infrastructure is installed. This may reduce fuel costs and discourage the use of personal vehicles for business travel[4].	Low	Low	Low

[4] Download EV roundtable summary for practical experience from other landlords on EV chargers: SHIFT: Publications

Water

Ongo provided water usage for their two office spaces, which shows 451 m^3 used at Ongo's offices. This equates to 5.07 m^3 per employee. In addition to office water usage, Ongo also reported 1,640 m3 of landlord supplied water to communal areas.



Peer Comparison: Good

Recommended improvements:

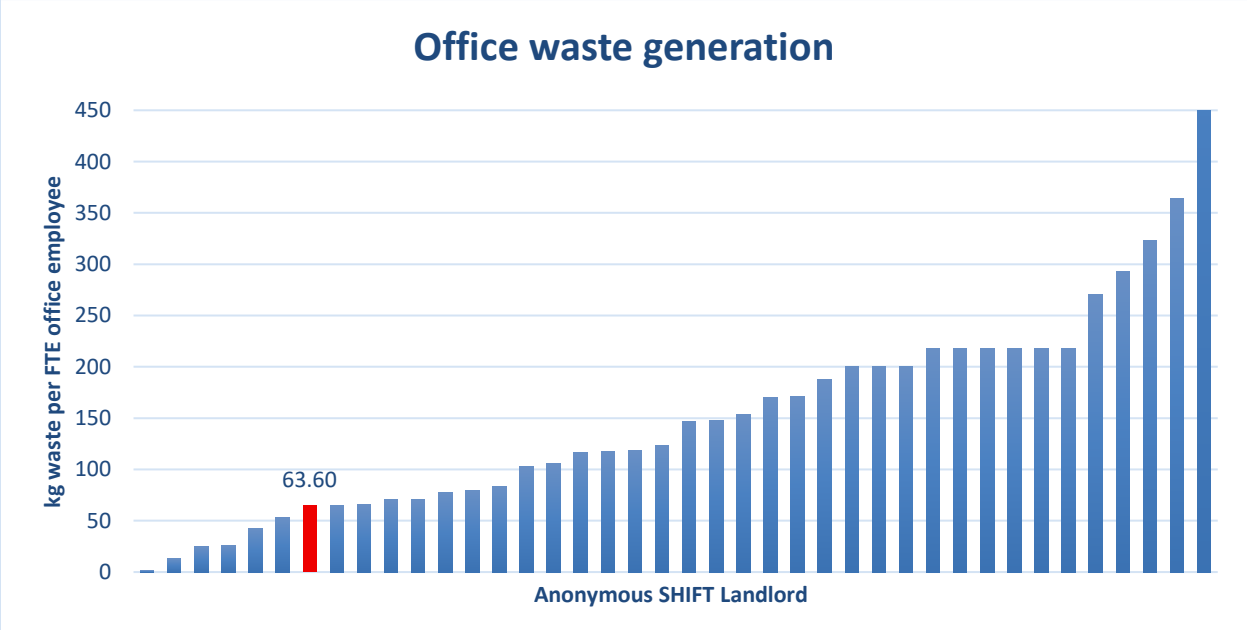
Action	Cost High/Medium /Low	Staff Effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Set up a quarterly utility reporting system for your offices to keep a consistent track of data. This will also help identify leaks at an early stage.	Low	Low	Low
Carry out a water audit as this could identify further environmental and cost savings	Low	Low	Low

Engage staff on water efficiency initiatives and water saving measures. Incorporate these into water savings policies and procedures e.g., ensuring the dishwasher is full before turning it on.	Low	Low	Low

Waste

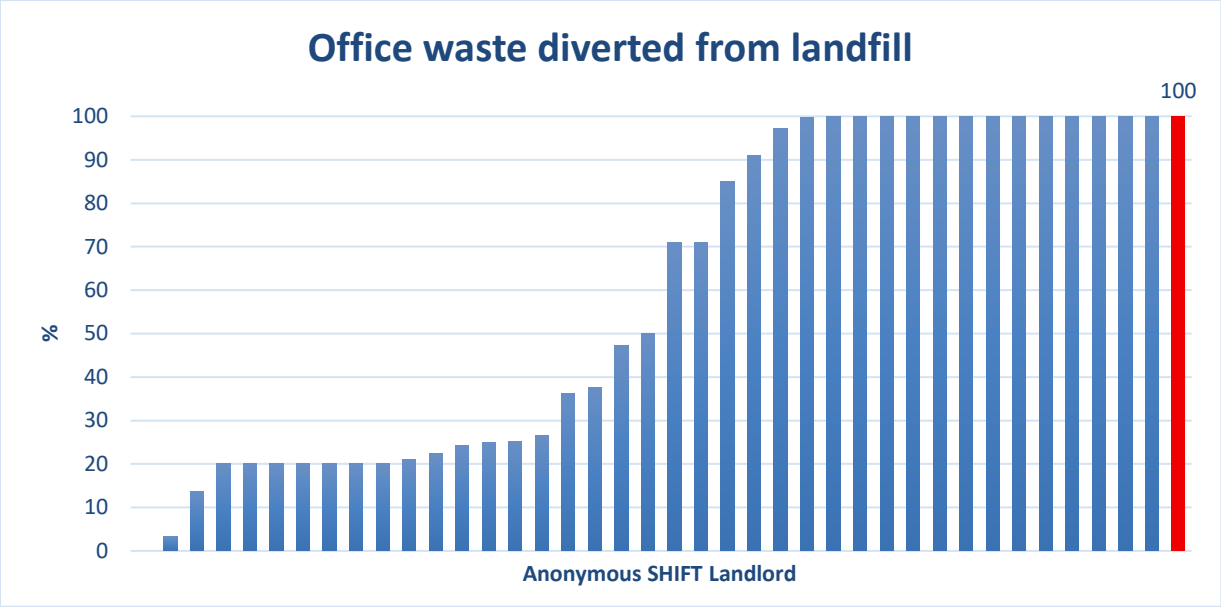
As interest rises in the circular economy, alongside an awareness of the damaging impacts of plastic pollution, companies from all sectors are ramping up efforts to tackle waste. Quantifying total waste outputs and treatment is an important first step.

Ongo were able to provide an office waste report for both of their offices from their contractor, Eliga. The waste report indicates that 5.66 tonnes of waste were collected during the reporting period. This works out as approximately 63.60 kgs per employee.



Peer Comparison: Ahead

Waste diversion rates were not available on the waste reports themselves, but Eliga have confirmed by email and also state on their website that zero waste goes to landfill and is recovered for either recycling, re-use or Waste to Energy. Therefore, 100% of waste is considered diverted from landfill.



Peer Comparison: Good

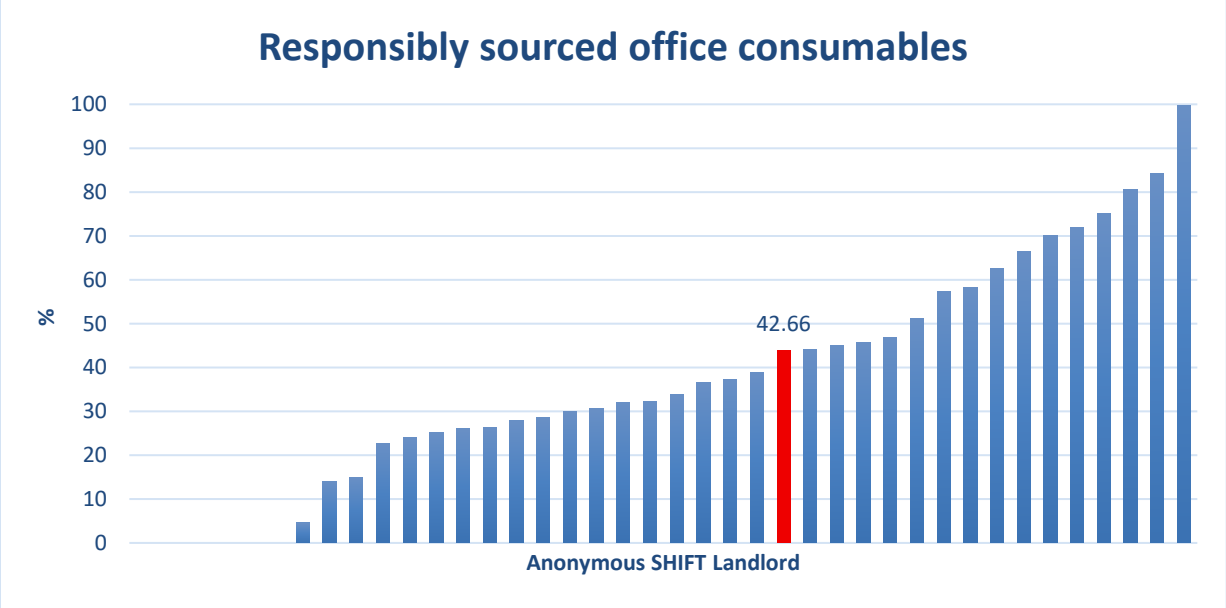
Recommended improvements:

Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Engage with your waste contractor to provide a breakdown of waste disposition (landfill, recycling) as a minimum requirement.	Low	Low	Low
Develop your own waste monitoring system to begin developing waste reduction targets across various teams.	Low	Low	Low
Review in-house processes with the aim of reducing or even eradicating the necessity for printing – many processes are or can be electronic now.	Low	Low	Low

Provide clearly labelled/information on bins to encourage the correct recycling, making it easy for staff members and visitors.	Low	Low	High

Office consumables

Ongo were able to provide an office consumables eco/green report from the supplier, Banner. In total, 42.66% of office supplies are responsibly sourced.



Peer Comparison: Comparable

Recommended improvements:

Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Survey your suppliers (you can use the supply chain survey as a template) to receive a list of responsibly sourced consumables and a breakdown of spend	Low	Low	Low

for green/eco-label purchased products compared to those that are not.			
Increase the proportional spend on green/responsibly sourced products by ~5%. Consider an automatic switch through your current or new supplier.	Low	Low	Low

Offices adapted to flooding and overheating risk

Climate change will affect offices as well as homes. The same flood and overheating risk precautions should be taken for offices as for homes. This will ensure business continuity.

Ongo analysed the Environment Agency's Flood Risk maps and identified that all office spaces are at low risk to flooding. It should be noted that despite this, Ongo should be aware that the areas surrounding the office are at risk of flooding, potentially affecting access.

No official overheating survey of Ongo's offices has been conducted, but it is documented that both offices are at low risk to overheating. Both office spaces have air conditioning, and on hot days staff are encouraged to work from home.

Recommended improvements:

Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
For offices identified as at risk of overheating install risk reduction measures. Preferably passive measures such as the addition of brise soleil, blinds, and additional film glazing on windows. As a last resort, energy efficient air-conditioning.	Medium	Medium	Medium
For offices identified as at risk of flooding install risk reduction measures.	Medium	Medium	Low

Sign up to Environment Agency flood alerts and enact flood risk reduction measures accordingly.	Low	Low	Low

Strategy & Management

A strong sustainability strategy underpins robust environmental monitoring and performance at any organisation, by setting out a clear direction of travel in both the short and long term, as well as SMART KPIs to measure progress against. When assessing strategies for efficacy we look for specific, measurable, achievable, realistic and time-bound targets only, for a range of areas including energy efficiency, waste, water and climate adaptation. These targets provide clear direction to the staff who must implement them and give some assurance that your organisation will align with science-based environmental targets. In addition, senior level commitment and defined responsibilities help ensure the efficacy of the strategy.

Ongo have scored 12.16 out of 15 for their Net Zero and Environmental Action Plan, which is one of the strategies that sits behind their main Corporate Plan 2024–2029. The Corporate Plan demonstrates board commitment to sustainability, embedding environmental objectives across key areas of the organisation and outlining clear priorities to reduce carbon emissions, improve energy efficiency, and enhance environmental performance in housing and operations.

The Net Zero Action Plan outlines clear responsibilities for the KPIs and SMART targets included within, that address all environmental areas assessed by SHIFT, except for water efficiency. Notable targets include achieving EPC C for all homes by 2029 and delivering the first phase of biodiversity enhancement projects in 2025. To strengthen transparency and accountability, it is recommended that Ongo embed these actions and targets within their sustainability strategy and make it publicly available.

Peer Comparison: Good

Recommended improvements:

Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Integrate KPIs into your strategy so that all areas of sustainability that are covered by SHIFT are included. Ensure targets align with corporate objectives.	Low	Low	Low
Ensure actions are assigned to directorates and monitor progress quarterly.	Low	Low	Low
Communicate targets across the organisation to staff and residents.	Low	Low	Low
Implement quarterly scorecard style reporting of environmental metrics to Senior Management Teams. (By adapting the advice given in earlier sections to include data in asset management systems, this may become an easier task).	Low	Low	Low
Lobby Government to develop a sensible funding mechanism for funding upgrades to net zero.	Low	Low	High

DLO & Supply Chain

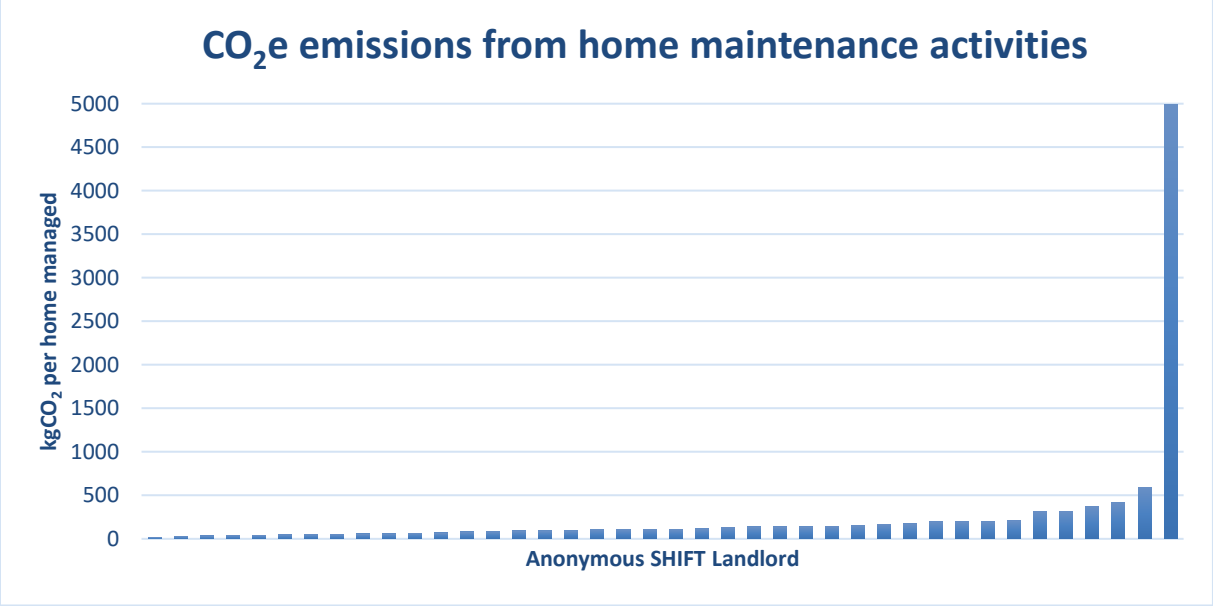
Engaging with your supply chain is a way to encourage improved environmental performance. As well as bringing an enhanced local environment to staff and residents, there are also financial benefits for your organisation. For example, if a maintenance contractor uses more efficient transport, they save costs which could be passed on to you. More landlords are reporting ESG investors asking about supply chain emissions. Our calculations so far indicate that supply chain emissions are a significant proportion of a landlord's overall carbon footprint.

For SHIFT purposes, we include in-house maintenance team data in with the supply chain questions. This allows better comparability between organisations that have a DLO versus those that subcontract out all work.

Maintenance CO_2e emissions

In-house (DLO) and subcontracted maintenance teams emit CO_2e from their fleets, offices, and other operations. Importantly, maintenance fleets also emit air pollutants which contribute to localised poor air quality and consequential health issues.

Ongo provided the mileage driven by their DLO fleet. In total, Ongo's fleet produced 743.24 tonnes CO_2e. Additionally, carbon emissions from 9 external suppliers were accepted. Ongo were able to provide the proportion of spend on external suppliers and DLO, out of the total repairs and maintenance budget, totalling 71.27%. When emissions are scaled up to represent 100% of the supply chain, this totals 1,390 tonnes CO_2e or 124.61 kgs per home managed.



Peer Comparison: The above graph shows the current data we have on maintenance emissions. This has been included to demonstrate the disparity of emissions reporting within the repairs and maintenance sector. As this is for indicative purposes only, Ongo's performance is not plotted.

As part of SHIFT 2025 embodied carbon figures for repairs and maintenance are being included. The aim is to encourage landlords to request this information from external suppliers and gain detailed waste reports for their in-house maintenance to facilitate these calculations. It is expected that most external suppliers will not be able to provide embodied carbon figures at this stage. However, landlords should demonstrate demand for this data and request this information as early as possible.

Ongo were able to provide the waste report for their DLO, however, this did not breakdown waste types into categories in which embodied carbon could be calculated from. The SHIFT assumption is that any material disposed of by the repairs and maintenance teams is replaced by like materials, therefore the embodied carbon can be calculated based on this. The total embodied carbon for Ongo's DLO and supply chain has been estimated to be 435.05 tonnes CO_2e, which is equivalent to 39 kgs CO_2e per home managed.

Recommended improvements:

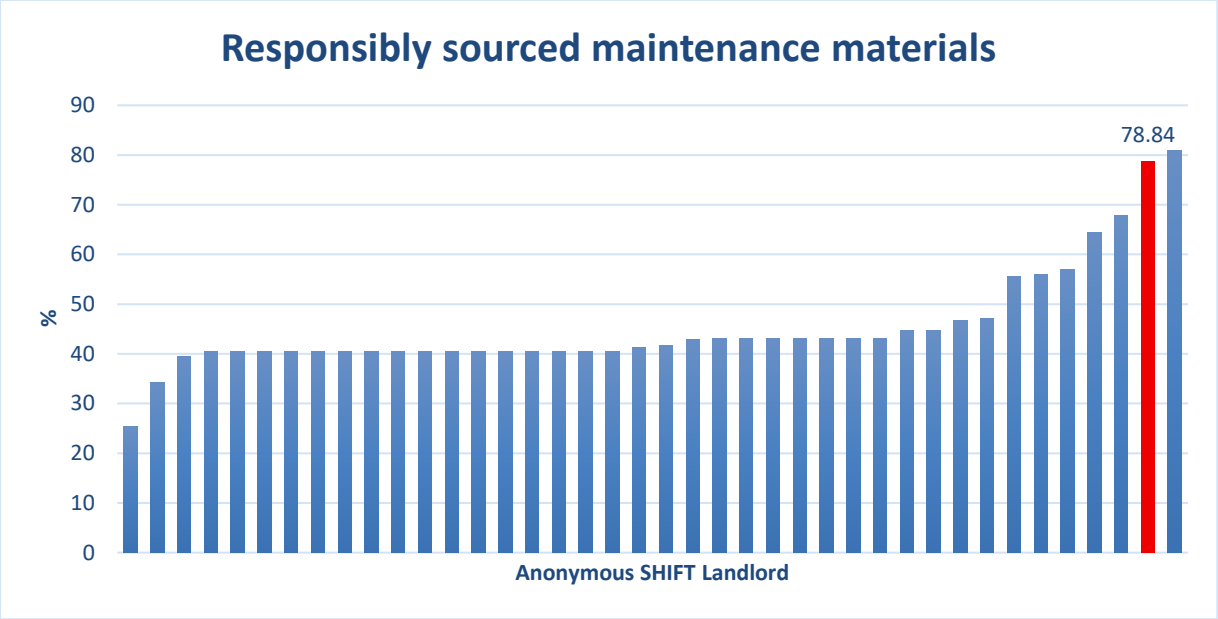
Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Devise a database that collects DLO fuel usage data. Many landlords now use fuel cards which record the litres of petrol or diesel bought. Accurate mileage for EV vans should also be recorded. Installing EV charge points which are sub metered would allow accurate reporting of kWhs.	Low	Low	Medium
Implement a telematics system for fleet vehicles, ensuring that quarterly reports can be extracted.	Low	Low	Medium

Combine DLO fuel usage and telematics data to set up monthly monitoring of mpg data and enable anomaly identification and investigation with alerts for the fleet manager.	Low	Medium	Medium
Upgrade at least ~5% of vehicles in the fleet to a more efficient vehicle, possibly an EV if charge points and range allow.	Medium	Low	Medium
Include a clause in procurement contracts stipulating that suppliers must answer the annual environmental survey. This is to encourage engagement.	Low	Low	Medium
Conduct an annual supply chain environmental survey for the largest suppliers. Ask your SHIFT assessor for a standard survey question template.	Low	Low	medium
Benchmark contractors' carbon emissions per £1,000 of contract value annually. This can be a good way of identifying anomalies – where a contractor's CO_2 e per £1,000 spend is much lower or higher than the average, you can see how their calculations are verified.	Low	Low	Medium
Communicate to existing and potential suppliers your commitment to sustainability and explain you want to work with organisations who will help you on your journey.	Low	Low	Low

Responsibly sourced maintenance materials

Responsibly sourced materials have been manufactured in an environmentally sound way and where the producers treat their workers well. Although there are many eco-labelling schemes for maintenance materials, this remains a difficult area to assess. Nevertheless, SHIFT encourages maintenance teams and contractors to devise ways to assess this themselves using a methodical approach.

Ongo provided responsible sourcing data for their suppliers which indicated an estimated 78.84% of materials being responsibly sourced.



Peer Comparison: Ahead

Recommended improvements:

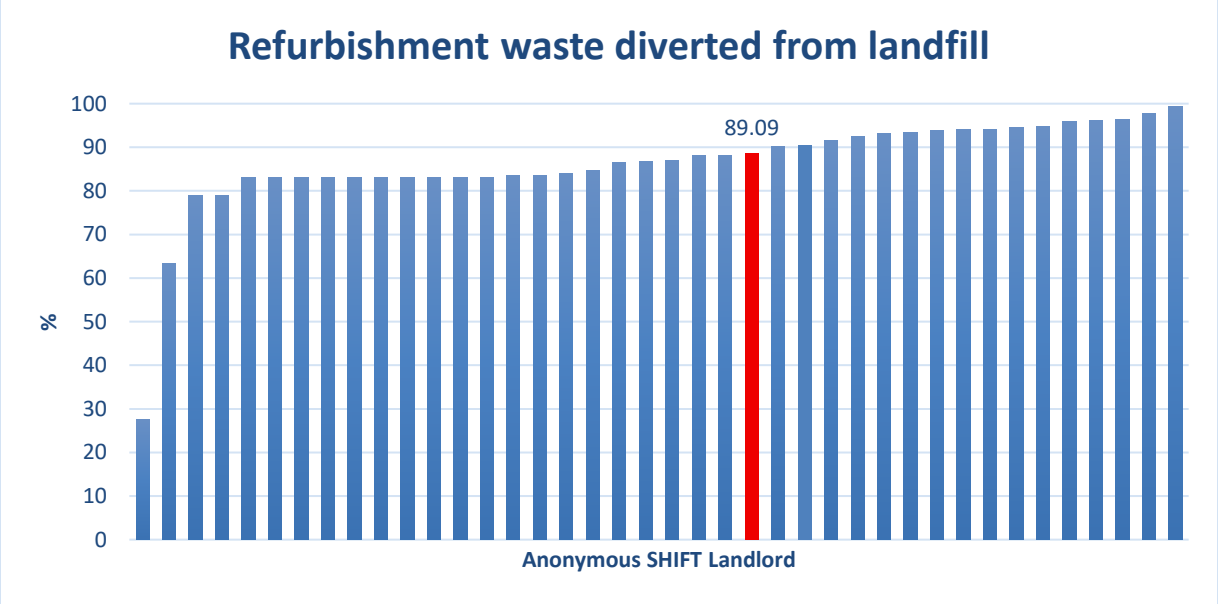
Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Communicate to existing and potential suppliers your commitment to sustainability and explain you want to work with organisations who will help you on your journey.	Low	Low	Low

Include a clause in procurement contracts stipulating that suppliers must answer the annual environmental survey. This is to encourage engagement.	Low	Low	Medium
Lobby the Supply Chain School to devise a practical and meaningful metric for responsibly sourced materials. **Here is an interim metric we have devised at SHIFT:** A new metric for sourcing materials responsibly	Low	Low	Low

Refurbishment recycling

Detailed breakdowns of waste treatment are normally available from contractors and DLOs. Good reporting and recycling practices should be factored into the decision-making when contractors are selected.

Ongo were able to provide waste data for their DLO and external suppliers. The data indicates that 89.09% of DLO and external supplier waste is diverted from landfill.



Peer Comparison: Ahead

Recommended improvements:

Action	Cost High/Medium /Low	Staff effort High/Medium /Low	Likelihood of regulation High/Medium /Low
Require subcontracted maintenance firms to report their recycling rates to you and provide supporting evidence in the form of waste reports.	Low	Low	Medium
Implementing subcontractor KPIs, aiming for 100% diverted from landfill by 2050.	Low	Low	Medium

SHIFT

SHIFT carries out a full range of environmental reporting specialising in the social housing sector. We do:

- SHIFT standard – environmental reporting and accreditation for existing homes, new build, supply chain and offices
- Related consultancy and compliance e.g., ESG, ESOS and SECR reporting
- Environmental road mapping and strategy development – creating a path from a baseline to a truly sustainable housing stock whilst maximising financial benefits to the landlord
- Post-Occupancy Evaluation – comparing actual performance in retrofit and new build with design performance

Please be in touch for a free consultation on any of the above. Contact Richard on 07718 647117 or richard@SHIFTenvironment.co.uk

SHIFT is run and managed by Suss Housing Ltd

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