



Grŵp Cynefin

Lle i Berthyn • A Place to Belong

Environmental, Social and Governance Report

2025/26 SUMMARY

Safe homes • Sustainable communities • Strong governance



5,000+
properties



10,000+
tenants



6
counties
served



324
members
of staff



15,000
Customers provided with
housing and supportive
services annually

A concise overview of our environmental impact, social outcomes and governance arrangements.

Purpose and ESG approach

Grŵp Cynefin is a not-for-profit housing association operating across six counties in North Wales and North Powys. We build, create and maintain homes while supporting tenants and customers in their communities. Our group includes subsidiary companies Canllaw and Care and Repair Conwy and Denbighshire, and our services include community support and homelessness prevention.

Our strategic vision

To be an inclusive and effective organisation that provides safe, quality and sustainable homes.

What ESG means for Grŵp Cynefin

Environmental

Our impact on the planet, including energy use, carbon emissions, resource management, biodiversity and climate resilience.

Social

Our relationships with tenants, customers, staff, suppliers and communities, including safety, affordability, inclusion and engagement.

Governance

How we are led and managed, including oversight, transparency, risk, ethics, workforce wellbeing and responsible procurement.

How we report

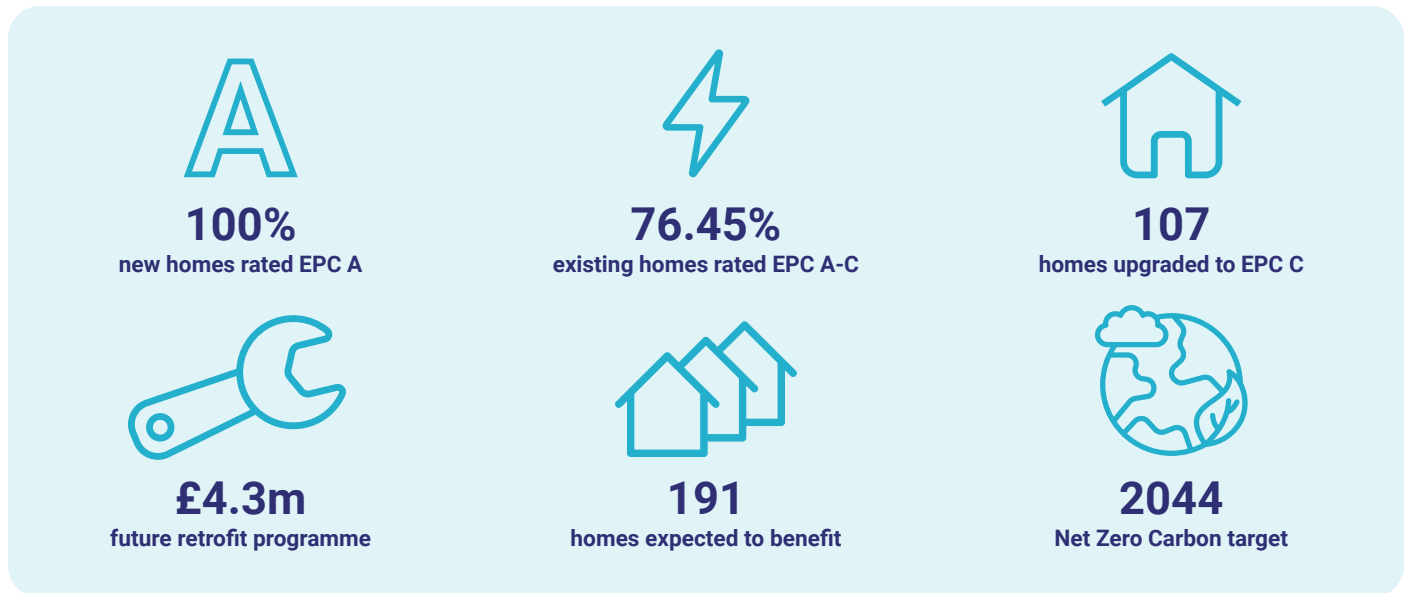
This summary draws on the Sustainability Reporting Standard for Social Housing, supporting transparent and comparable reporting across the environmental, social and governance pillars. ESG considerations are incorporated into long-term planning, investment, risk and assurance arrangements.

2025/26 at a glance

- Community remained central to our work, alongside the provision of safe, high-quality homes and services.
- Our activity supported tenants and customers while contributing to sustainable communities and promoting the Welsh language and culture.
- Our priorities included high-performing housing services, value for money, data-driven decision-making, organisational connectivity, tenant leadership and being an excellent employer.

Lower-carbon, resilient homes

We continued to improve the energy performance of our homes, strengthen climate resilience and embed responsible resource management across development, investment and procurement.



Energy efficiency and Net Zero

- Our Sustainability Strategy sets a target to reduce emissions by 4% each year and achieve Net Zero Carbon by 2044.
- Retrofit activity included fabric improvements, window and door replacement, and heating and ventilation upgrades.
- Planned system improvements are expected to support full Scope 1, 2 and 3 greenhouse gas reporting, including emissions per home, by March 2027.

Climate resilience and biodiversity

Climate risks are assessed using GIS-based asset intelligence, stock condition information, Natural Resources Wales flood mapping and UK climate projections. Higher-risk homes can then be prioritised through WHQS, retrofit and investment programmes. Mitigation includes flood resilience, sustainable drainage, careful site selection, ventilation, shading and water-efficiency measures.

New developments are designed to deliver biodiversity net gain through measures such as wildflower planting, native trees and hedgerows. For existing homes, green-space management is incorporated into WHQS compliance arrangements and supports biodiversity, accessibility and active travel.

Responsible resources

Responsible sourcing, construction waste and water management are embedded within procurement, contract management, development and the Capital Investment Programme. Framework contractors are expected to evidence appropriate arrangements, with performance monitored through project and contract review.

Safe homes and stronger communities

Our social impact is focused on safety, affordability, security of tenure, resident voice and practical support that improves wellbeing and strengthens sustainable tenancies.



100%
gas safety compliance



100%
fire risk assessments



99.98%
electrical safety compliance



c.90%
forecast WHQS compliance



81%
overall tenant satisfaction



£1.268m
financial gains for tenants

Safe, quality and affordable homes

- At 31 March 2026, gas safety and fire risk assessment compliance were 100%, while electrical testing compliance was 99.98%.
- Approximately 90% of homes were forecast to meet WHQS through Pass or Assumed Pass. Remaining issues are being progressed through defined investment and compliance programmes.
- An established damp and mould policy supports proactive reporting, inspection and remedial action. Stock condition surveys covered 86% of properties, supported by a 20% rolling programme.
- Secure occupation contracts provide long-term stability, supported by our No Eviction Into Homelessness protocol. No properties were repossessed during 2025/26.

Resident voice and support

- Overall tenant satisfaction increased from 76% to 81%, based on 605 survey responses.
- 1,100 tenants were consulted, 37 Tenant Forum meetings were held, and residents contributed to service reviews, policies, recruitment, procurement and design.
- No complaints were upheld by the Public Services Ombudsman for Wales as cases of maladministration.
- Our Energy Warden supported 233 tenants, 37 tenants received digital inclusion support, and 23 received employment advice. A £50,000 hardship fund provided additional support.
- Healthier, more connected communities were encouraged and supported by more than 30 wellbeing activities, two community hubs, cycle hangars on six estates, and a new pump track designed by young people.

Accountable, inclusive and responsible

Strong oversight, transparent decision-making and effective risk management support our ability to deliver long-term environmental and social outcomes.



7.08%
median gender
pay gap



100%
Board members
non-executive



4.4:1
CEO to median
worker pay ratio



0
adverse findings
with enforcement



2026/27
QED accreditation
target

Governance and assurance

- Grŵp Cynefin is a Registered Social Landlord regulated by Welsh Government and follows the Community Housing Cymru Code of Governance.
- ESG risks are included within the Strategic Risk Register and monitored through the Board Assurance Framework, with oversight from the Executive Leadership Team, Audit and Risk Committee and Board.
- Tenant voice is represented through the Tenants Committee and regular reporting to the Board. Board skills, succession and diversity are reviewed annually.
- No adverse regulatory finding resulted in enforcement or equivalent action during the reporting period.

Our people and supply chain

- Grŵp Cynefin pays at or above the Real Living Wage and plans to explore formal accreditation in 2026/27.
- Staff wellbeing is supported through corporate health plan, counselling, Mental Health First Aiders, flexible working and learning and development opportunities.
- Our EDI Strategy action plan is being implemented, alongside work towards QED accreditation.
- A Social Value Policy and strengthened procurement framework are being developed to embed community outcomes, responsible sourcing, whole-life cost, carbon reduction and improved supplier monitoring.

Looking ahead

Our priorities for 2026/27

Continue improving energy efficiency; review the Sustainability Strategy; strengthen greenhouse gas reporting; enhance tenant engagement; embed social value and sustainability in procurement; and maintain investment in safe homes, staff wellbeing and community support.

Together, these commitments support our vision of safe, quality and sustainable homes within thriving communities.