

SRS 2.0 – What's New?



Introduction: SRS 2.0 – What's New?

Since its launch in 2020, the Sustainability Reporting Standard (SRS) for Social Housing has now grown into a community of 100 housing adopters at the time of writing. ESG reporting within the sector is now seen as an essential part of business and is expected by investors.

The SRS is met with a unique set of challenges amidst the growing acronym sea of ESG reporting standards. From investor demand for even greater disclosures, regulatory requirements, and public scrutiny on issues such as damp and mould - the SRS has been tasked with a complicated balancing act to remain consistent while ensuring the sector does not fall behind.

After an extensive consultation period, gathering feedback from all the stakeholders within the sector, Version 2.0 of the SRS is finally here. This comes with new changes both within the standard and for all our Convene ESG users.



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Overview of the General Changes

In this update to the SRS, there are four new general modifications which will apply to ALL housing providers:

1| Introduction of the “Comply or Explain” Approach.

Instead of the previous versions “core” and “enhanced” metrics, the SRS will now be employing the global norm of the “comply or explain” methodology. This will get rid of the traditional classifications of the criteria, meaning that there will be an expectation to report against all criteria. This will have the biggest impact on the housing providers who were previously unable to report against some of the enhanced criteria.

What is comply or explain?

With a comply or explain approach, housing providers will be expected to report against all criteria. For the data they are unable to collect, the housing provider will need to disclose:

- a| the steps they are taking to allow them to report on this in future
- b| the expected date that they will be able to do so based on the above

2| Introduction of an optional ‘Enhanced Reporting Option’ for some criteria.

A new extra layer of optional reporting requirements has been added on to some existing criteria. The SfH board states that reporting against these is regarded as best-practice, but that it may be aspirational for some housing associations.

In total, 31 Enhanced Reporting Options across the E, S, and G have been added to existing criteria. Please refer to the list at the end of this guide to see what they are.

3| Requirement for housing providers to include year-on-year results.

To demonstrate clear progress and comparison, housing providers will need to include year-on-year results in their reports where relevant. An example can be found in [Orbit’s 21/22 Sustainability report from page 40 onwards](#).

4| Re-ordering of the standards criteria to follow the ESG acronym order.

The 48 metrics present in Version 1.2 and older began with the Social criteria, followed by Environmental, and then Governance (SEG). Instead, the structure in Version 2.0 will now be Environmental, Social, and then Governance (ESG).

5| External validation of SRS Reports

SRS reports that have been externally verified must explicitly state so within the report.

6| 46 Criteria in version 2.0

The 48 criteria present in Version 1 and 1.2 of the SRS have been condensed into 46 metrics.

When will I have to begin reporting against version 2.0?

Housing providers will be required to report against version 2.0 for their 2024 report. This means that any data collection carried out between April 2023 and March 2024 will fall under version 2.0.

Changes to the Environmental Criteria in 2.0

Theme: Climate Change

C1 Distribution of EPC ratings of existing homes (those completed before the last financial year).

Revised criterion – The only change made to C1 is the addition of an **enhanced reporting option** which encourages housing providers to disclose the yearly energy intensity (kWh/m²/yr) of existing homes and/or the average SAP rating of existing homes.

C2 Distribution of EPC ratings of new homes (those completed in the last financial year).

Revised criterion – Similar to C1 above, the same **enhanced reporting option** is the only update. Here, the disclosure of energy intensity (kWh/m²/yr) and/or the average SAP rating applies to new homes.

C3 Does the housing provider have a Net Zero target and strategy? If so, what is it?

New criterion – This is a new criterion that requires a Yes/No response followed by a qualitative response if the housing provider does have a strategy in place. This should also include the expected date of reaching net zero.

Guidance from the SRS states that the Net Zero strategy may include targets regarding emissions data over time, and a timeline setting out how the housing provider will meet upcoming government targets. The Net Zero target should also meet the requirements of the **UK Governments Net Zero strategy**.

In addition, there are two **enhanced reporting options** that require a Yes/No response:

- 1| Is the housing provider's net zero commitment in line with the Science Based Target (SBT) initiative?
- 2| Does the housing provider have a costed transition plan?

C4 What retrofit activities has the housing provider undertaken in the last 12 months, and how do these align with the housing provider's net-zero strategy.

New criterion – A new criterion making its debut in version 2.0 that asks adopters to respond with a qualitative response. According to the SRS, retrofit activities can be included if they are aligned to the UK Governments Net Zero Strategy. Any planned or cyclical works resulting in an improvement in energy efficiency (or equivalent) can also be included.

Responses can include:

- Reference to EPC and SAP scores, and related portfolio targets.
- The EPC uplift that retrofitted properties have had in the last financial year.
- The cost of retrofit activities.
- Percentage of homes by heating source.

Accompanying this new criterion are two quantitative **enhanced reporting options**:

- 1| Number of homes that have been retrofitted in the last financial year (# homes).
- 2| Homes that have been retrofitted in the last financial year as a percentage of the total homes the housing providers is aiming to retrofit (%).

Changes to the Environmental Criteria in 2.0

C5 Scope 1, Scope 2, and Scope 3 greenhouse gas (GHG) emissions.

Scope 1, Scope 2, and Scope 3 greenhouse gas (GHG) emissions per home.

Revised criterion – The first adjustment made here is the addition of the Scope 1,2,3 GHG emissions per home, kg CO₂e/home, which the SRS says can be calculated by dividing the housing provider's total Scope 1, 2 and 3 GHG emissions by the total number of homes owned and managed by the housing provider.

For the housing provider, the SRS would like housing providers to report their Scope 1,2, and 3 emissions separately following the Greenhouse Gas Protocol.

The guidance to this criterion also now asks housing providers who are currently unable to report their emissions data to set and disclose target dates for reporting.

Two enhanced reporting options has been added which asks if the housing provider falls under the SECR reporting (Yes/No answer). If yes, the housing provider should disclose their SECR Intensity Ratio (kg CO₂e/m²).

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?

Revised criterion – Drought risk has now been added to the list of climate risks. The guidance to this criterion also now includes the recommendation to disclose information of the board's oversight to ensure all risks are mitigated.

Theme: Ecology

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?

Revised criterion – C7 has been reworded to make it clearer by asking for an ecological strategy which can then be expanded upon for both the yes and no options.

The SRS says a good ecology strategy can include:

- Invasive species assessment.
- Condition of any protected habitats or species that might be there.
- Promotion of biodiversity (retro instalment of garden roofs; flower meadows etc).
- Impact assessment if developing on greenfield sites.

Two enhanced reporting options have been added:

- 1| Biodiversity Net Gain (BNG) of new homes (those completed in the last financial year) with **guidance on how this can be calculated**.
- 2| What is the housing provider's Biodiversity Net Gain target for new and existing homes? Does this exceed minimum requirements?

Changes to the Environmental Criteria in 2.0

- 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?

Revised criterion – No change except for those housing providers that are planning to develop a strategy are encouraged to disclose the date when they expect it to be established.

The guidance has also been updated to make it clear that this criterion does not include GHGs that are covered in metric C5.

Theme: Resource Management

- C9** Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building works?

If so, how does the housing provider target and measure performance?

Revised criterion – Similar to C8, the housing providers that are planning to develop a strategy are encouraged to disclose the date when they expect it to be established.

An **enhanced reporting option** has also been added which asks provider to disclose the % of materials from responsible sources.

- 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?

Revised criterion – A minor change in line with C8 and C9 where a housing provider planning to develop a strategy must also disclose the date when they expect it to be established.

There is also an **enhanced reporting option** asking for the disclosure of the % of materials that are recycled and/or diverted from landfill.

- C11** Does the housing provider have a strategy for good water management?

If so, how does the housing provider target and measure performance?

Revised criterion – Carried over from v1.2 unchanged except that a housing provider planning to develop a strategy must also disclose the date when they expect it to be established.

An updated to the guidance also states that the strategy should cover both residential homes and corporate operations.

Changes to the Social Criteria in 2.0

Theme: Affordability and Security

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 Local Authority
- 2| Rent compared to Local Housing Allowance (LHA)

Revised criterion – An enhanced reporting option has been introduced for housing providers to report against both affordability metrics.

C13 Share, and number, of existing homes (homes completed before the last financial year) allocated to:

- General needs (social rent)
- Intermediate rent
- Affordable rent
- Supported Housing
- Housing for older people
- Low-cost homeownership
- Care Homes
- Private Rented Sector
- Other (Key worker, student etc)

No change

C14 Share, and number, of new homes (homes that were completed in the last financial year), allocated to tenure type.

Revised criterion – Two enhanced reporting options have been introduced:

- 1| Number homes disposed of in the last 12 months, by tenure type.
- 2| Number of homes acquired in the last 12 months, by tenure type.

C15 How is the housing provider trying to reduce the effect of high energy costs on its residents?

Rewording of criterion – In 1.2 this used to be: How is the housing provider trying to reduce the effect of fuel poverty on its residents?

C16 How does the housing provider provide security of tenure for residents?

Rewording of criterion – This question was made to replace the original quantitative criterion (% of rental homes that have at least a 3-year fixed tenancy agreement) to determine how housing providers secure the tenure of their residents. It is now a qualitative criterion.

Theme: Building Safety and Quality

C17 Describe the condition of the housing provider's portfolio, with reference to:

- % of homes for which all required gas safety checks have been carried out.
- % of homes for which all required fire risk assessments have been carried out.
- % of homes for which all required electrical safety checks have been carried out.

Revised criterion – This is a combination of two existing criteria from version 1.2.

Changes to the Social Criteria in 2.0

C17 Continued:

There is also an **enhanced reporting option** that expands upon this by asking for the disclosure of:

- % of homes for which all required asbestos management surveys or re-inspections have been carried out.
- % of homes for which all required legionella risk assessments have been carried out.
- % of homes for which all required communal passenger lift safety checks have been carried out.

C18 What % of homes meet the national housing quality standard?

Of those which fail, what is the housing provider doing to address these failings?

Revised criterion – Building on the question on the % of the portfolio that meets the national housing quality standard, this question was revised to understand how the housing provider would approach the portion of their housing stock that fail to meet the standard. A qualitative response allows for better quality insight on the housing provider's strategy to ensure Building Safety and Quality by meeting the standard, versus only disclosing their high-performing stock.

Additionally, an **enhanced reporting option** has been introduced which asks: 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?

New criterion – The SRS felt that damp and mould did not fit in with the other compliance checks in C17 and have thus made it a new metric. Responses should also include a description of resident engagement and communication around damp and mould, the reporting processes, and the provision of advice around home ventilation.

To go along with this new disclosure, there is also two accompanying **enhanced reporting options** that ask:

- How many cases of damp and mould were reported in the reporting period?
- What % of the housing providers portfolio do these homes account for?

Theme: Resident Voice

C20 What are the results of the housing provider's most recent resident satisfaction survey?

How has the housing provider acted on these results?

Revised criterion – the Regulator for Social Housing has recently implemented a Tenant Satisfaction Measure (TSM) which sets the standard for assessing satisfaction levels of residents regarding the services a social housing provider offers.

Comparing this from the question in v1.2, the SRS now requires a more specific quantitative (and qualitative) measure to assess the providers' performance in terms of addressing their residents' needs.

Aligning with the TSM also allows for a more consistent and comparable measure across other housing providers.

Response should include:

- % of residents satisfied.
- Disclose date of survey.
- Disclose % of residents who responded.
- Disclose sampling method (e.g., England's TSM TP01 / Scottish Social Housing Charter 4.1 / Welsh Social Landlord Tenant Satisfaction survey question).

Changes to the Social Criteria in 2.0

C21 What arrangements are in place to enable residents to hold management to account for the provision of services?

No change

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?

Rewording of criterion – In v1.2 this was previously ‘In the last 12 months, how many complaints have been upheld by the Ombudsman?’.

Theme: Resident Support

C23 What support services does the housing provider offer to its residents?

How successful are these services in improving outcomes?

No Change.

Theme: 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.

Revised criterion – This criterion used to be ‘Provide examples or case studies of where the housing provider has been engaged in placemaking or placeshaping activities.’

An **enhanced reporting option** has been added that asks housing providers to include the social value calculations (including monetisation) of placemaking activities in £.

Changes to the Governance Criteria in 2.0

Theme: Structure and Governance

C25 Is the housing provider registered with the national regulator of social housing?
No change

C26 What is the housing provider's most recent regulatory grading/status?
No change

C27 Which Code of Governance does the housing provider follow, if any?
No change

C28 Is the housing provider a Not-For-Profit?
If not, who is the largest shareholder, what is their % of economic ownership and what % of voting rights do they control?
No change

C29 Explain how the housing provider's board manages ESG risks.

Are ESG risks incorporated into the housing provider's risk register?

Revised criterion – There has been an update to this criterion to specifically ask for (a) how the board manages ESG risk rather than organisational risks and (b) if ESG risks have been incorporated into the risk register.

Note that there is also an **enhanced reporting option** that asks: Is the housing provider required to report against TCFD? If yes, is the housing provider doing so?

A TCFD report will provide Housing Associations with a focus on how to identify, measure, disclose and respond to their climate related risks. For example, using a forward-looking approach to how they may be affected by climate change using scenario analysis, and opportunities such as transitioning to a lower carbon economy.

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?
Revised criterion – If the housing provider answers yes, then an enhanced reporting option asks for a description of the findings.

Theme: Board and Trustees

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?

Rewording of criterion – Although the wording of the question has changed, this metric is still in place to highlight whether a housing provider is discriminatory in its recruitment of the board and senior management.

Changes to the Governance Criteria in 2.0

C31 Continued

As noted by the SRS, the demographic composition of the board is a standard question asked by many investors.

As a result, the questions below are still required:

- What % of the board are women?
- What % of the board are BAME?
- What % of the board are residents?
- What % of the board have a disability?
- Average age of the board?
- Average tenure of the board

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?

Revised criterion – This criterion has now been split up to make it clearer that the turnover for the board and senior management should be calculated and reported separately.

C33 Number of board members on the housing provider's Audit Committee with recent and relevant financial experience.

No change

C34 What % of the housing provider's board are non-executive directors?

No change

C35 Has a succession plan been provided to the housing provider's board in the last 12 months?

No change

C36 For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?

No change

C37 When was the last independently-run, board effectiveness review?

No change

C38 How does the housing provider handle conflicts of interest at the board?

No change

Theme: Staff Wellbeing

C39 Does the housing provider pay the Real Living Wage?

Revised criterion – An enhanced reporting option has been introduced here, which asks: How is the housing provider ensuring EDI is promoted across its staff?

C40 What is the housing provider's median gender pay gap?

No change

Changes to the Governance Criteria in 2.0

C41 What is the housing provider's CEO median-worker pay ratio?

No change

C42 How is the housing provider ensuring equality, diversity, and inclusion (EDI) is promoted across its staff?

New criterion – The SRS has introduced this to better gauge how the housing provider's policy on equality diversity, and inclusion (EDI) is being operationalised.

C43 How does the housing provider support the physical and mental health of its staff?

No change

C44 How does the housing provider support the professional development of its staff?

New criterion – This is a new criterion that has been introduced to replace the average number of sick days taken per employee. The SRS have set this as a qualitative format for providers to respond to.

Additionally, there is an **enhanced reporting option** here which asks:

What % of employees have received qualification that are relevant for their professional development, within the last year?

As the wording suggests, this requires a quantitative response, and the SRS have also suggested housing providers report on this by splitting the figure by demographic.

Theme: Supply Chain

C45 How is social value creation considered when procuring goods and services?

What measures are in place to monitor the delivery of this Social Value?

Revised criterion – Much like the criterion above (C43), the latter question on monitoring the sustainability of the supply chain is new.

There are also two **enhanced reporting options** here:

- 1| What is the relative weighting of environmental impact considerations in procurement policies?
- 2| 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?

C46 How is sustainability considered when procuring goods and services?

What measures are in place to monitor the sustainability of your supply chain when procuring goods and services?

Revised criterion – Much like the criterion above (C43), the latter question on monitoring the sustainability of the supply chain is new.

There are also two **enhanced reporting options** here:

- 1| What is the relative weighting of environmental impact considerations in procurement policies?
- 2| 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?

For specific guidance and advice on the SRS, please contact:

srs.contact@thegoodeconomy.co.uk

How can Convene ESG help with the changes in Version 2.0?

As an adopter of the SRS, we have been hard at work ensuring full support for version 2.0 is available on our reporting platform in time for the 2023/2024 reporting cycle.

To support the changes outlined in this guide, here are the upcoming features that you can expect to see in the coming months to make your reporting life easier:

1| **Auto-calculation and export of your year-on-year results.**

Convene ESG will allow you to view the year-on-year on progress in real-time as soon as the data is provided, as opposed to doing this manually on a spreadsheet. You will also be able to see this progress in the downloadable SRS Word document and Excel Input Tool.

2| **Download a side-by-side peer comparison report.**

Download the Excel report with your housing organisation's data alongside the data of your selected peers in the easy-to-read format of the Input Tool introduced in v1.2.

3| **Assign colleagues to individual metrics.**

Thanks to the feedback from our customers, we are very happy to be introducing the ability to assign users to specific SRS criteria rather than by theme.

4| **Integration with Power BI for data output.**

We are aware of a growing number of housing associations are using Power BI for their internal reporting. Consequently, we will be offering the ability to seamlessly feed the SRS data collected on Convene ESG over to the Power BI dashboards.

Housing associations such as Orbit, Cartrefi Conwy, and WHG are all now using Convene ESG to easily collect data, track targets and produce their SRS-compliant ESG reports!

By simplifying and automating much of the process, you can be sure that your ESG report building runs smoothly, so you can focus on developing your sustainable strategies.



[schedule a demo](#)



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Appendix 1 – List of the Enhanced Reporting Option

PILLAR	THEME	CRITERIA	CRITERIA	
ENVIRONMENTAL	CLIMATE CHANGE	C1	What is the average SAP rating of existing homes (those completed before the last financial year)? What is the energy use intensity (kWh/m ²) of existing homes?	
		C2	What is the average SAP rating of new homes (those completed in the last financial year) and/or What is the energy use intensity (kWh/m ²) of new homes?	
		C3	Is the housing provider's net zero commitment in line with the Science Based Target (SBT) initiative? Does the housing provider have a costed transition plan?	
		C4	Number of homes that have been retrofitted in the last financial year. & of homes that have been retrofitted in the last financial year as a percentage of the total homes the housing providers is aiming to retrofit.	
		C5	Does the housing provider qualify for SECR reporting? SECR Intensity Ratio for Total Emissions (Scope 1-3) [kg CO ₂ e/m ²]	
	ECOLOGY	C7	What is the biodiversity net gain 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?	
	RESOURCE MANAGEMENT	C9	Disclose the % of materials that have been derived from responsible sources.	
		C10	Disclose the % of materials that are recycled and/or diverted from landfill.	
	SOCIAL	AFFORDABILITY & SECURITY	C12	Report against both affordability metrics i.e., rent compared to PRS and LHA.
			C14	Number homes disposed of in the last 12 months, by tenure type. Number of homes acquired in the last 12 months, by tenure type.
BUILDING SAFETY & QUALITY		C17	% of homes for which all required asbestos management surveys or re-inspections have been carried out. % of homes for which all required legionella risk assessments have been carried out. % of homes for which all required communal passenger lift safety checks have been carried out.	
		C18	What is the target date for bringing homes that do not meet the standard into compliance?	
		C19	How many cases of damp and mould were reported in the period? What % of the housing provider's portfolio do these homes account for?	
PLACEMAKING		C24	Disclose the Social Value calculations (including monetisation) of placemaking activities [£]	
GOVERNANCE		STRUCTURE & GOVERNANCE	C29	Is the housing provider required to report against TCFD? If yes, is the housing provider doing so?
	C30		Has the housing provider has been subject to any adverse regulatory findings in the last 12 months that resulted in enforcement or other equivalent action? If yes, please describe.	
	STAFF WELLBEING	C44	What % of employees have received relevant qualifications within the last year? Split result by demographic, if possible.	
	SUPPLY CHAIN	C45	What is the relative weighting of Social Value considerations in procurement policies? How much Social Value has been delivered from the housing provider's supply chain in the last 12 months?	
		C46	What is the relative weighting of environmental impact considerations in procurement policies? 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?	