



# Sustainability Report 2024



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# Introduction

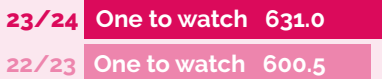
## ESG in Numbers

The Sustainability Reporting Standard has 46 criteria for LHP to report against. To ensure that we are able to provide sufficient attention to the elements that are pivotal to our progress towards a sustainable future, we have selected 7 core sustainability metrics that will act as a golden thread across our work.

### Vibrant Places: Empowered and engaged customers and colleagues



#### Best Companies score



#### Community projects



#### TSMs



### Greener Spaces: Sustainable communities that are green and healthy



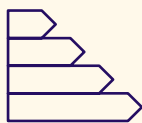
#### Biodiversity sites



#### Carbon Emissions



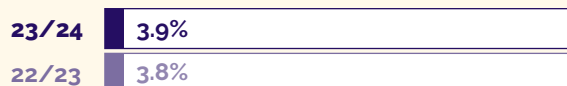
### Futureproof Homes: Warm, energy efficient homes for our customers



#### EPC Ratings (based on internal SAP data)



#### % of homes with efficient, electric heating



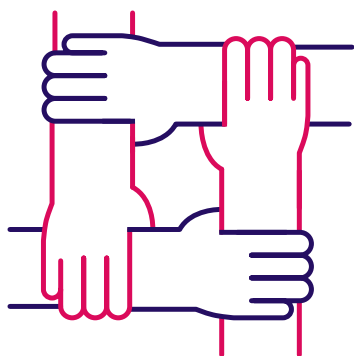
# Our ESG Priorities

We are proud of the progress made across the 2023/24 financial year, but we recognise that there are still gaps within our datasets, particularly across environmental criteria. To strengthen our approach to ESG, our priorities for the next financial year will be:



## 1. Environmental Data

We will work to increase the quality of our environmental data, ensuring that datasets are collected frequently alongside existing reporting processes (waste, water, pollutants). We will also explore how we can better define and monitor our biodiversity sites using the DEFRA biodiversity metric. Our existing partnership with Notch will be developed to ensure our scope three carbon data continues to improve.



## 2. Social Value

We recognise that we are very well placed to deliver tremendous levels of social value and additional support for our customers and the wider Lincolnshire region. We will work to understand how we can better quantify our social value delivery and use these insights to shape our future decision making.



## 3. Engagement

One outcome of our ESG Framework is to establish Vibrant Places across our communities; resulting in empowered and engaged customers and colleagues. For our sustainability work to succeed, we must work alongside our supply chain, customers and internal colleagues to heighten the impact we are able to have. We will increase our engagement across the sustainability agenda, incorporating insights from stakeholders into our future projects.

# Introduction from our Chair of the Board



## Here at LHP, sustainability is about taking action today to ensure a brighter future for our planet, our communities and our business.

In order to deliver our promise of Great Homes and Strong Communities, we realise that sustainability has to be at the heart of everything we do.

In a year documented as the warmest on record, it is evident that climate action is more critical now than ever.

As a local landlord embedded across Lincolnshire, we are aware of the unique challenges our communities face. Lincolnshire is identified as the most vulnerable region in the UK to climate change, so we will likely have to continuously adapt to increased flood risk as a result of rising sea levels. North East Lincolnshire is also one of the most deprived areas in the UK, with Boston similarly facing its own economic challenges.

As a social housing landlord with around 12,000 homes and 10,000 green spaces, we acknowledge that our position allows us to make a real impact on the climate agenda and the communities we serve. We have a responsibility to take ambitious action to reduce the risks facing our customers' homes and wider communities.

Within the 2023/24 financial year, we made substantial progress on embedding sustainability within everything we do.

Our ESG Framework which sets targets across the business each year is founded on three core outcomes: Vibrant Places, Greener Spaces and Futureproof Homes. We believe that if our work is delivering on these three outcomes, we will be on the right track to securing a sustainable future for our customers.

This report is our way of telling you how we are doing. We will provide an update against each question annually, ensuring we are kept accountable for our actions within environmental, social and governance sustainability.

We are committed to improving our performance and ambition year in year out, and recognise that we still have improvements to make. We are proud of the progress made within the 2023/24 financial year, and believe that our drive to secure a brighter tomorrow for Lincolnshire and the planet as a whole is on the right track.

**Anthony Read**, Chair of the Board

# Our ESG Timeline so far



# ESG Framework

To deliver our promise of great homes and strong communities, we must ensure that sustainability is at the heart of everything we do.

To capture our vision of a sustainable future, we have created three core outcomes that our ESG projects will work towards:

1. **Vibrant Places:** Empowered and engaged customers and colleagues
2. **Greener Spaces:** Sustainable communities that are green and healthy
3. **Futureproof Homes:** Warm, energy efficient homes for our customers

ESG = All the good things we do

Our Sustainability Framework aims to drive **action** whilst encouraging **transparency** and **accountability**.

## Vibrant Places

Empowered and engaged customers and colleagues



## Greener Spaces

Sustainable communities that are green and healthy



## Futureproof Homes

Warm, energy efficient homes for our customers



# Structure of the Report

This report has been prepared according to the specific themes outlined in the latest version (**v2.0 published in Autumn of 2023**) of the Sustainability Reporting Standard for Social Housing by Sustainability for Housing (SfH). The standard comprises 46 criteria across 12 themes distributed among the sustainability pillars E, S,

and G. Enhanced Reporting Options are available for select criteria, and in such instances, we also diligently endeavour to address them where pertinent to the company. An index of criteria reported under each theme is provided at the end of this document, along with corresponding UN Sustainable Development Goals (SDGs).





# Environmental Sustainability

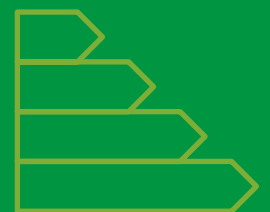
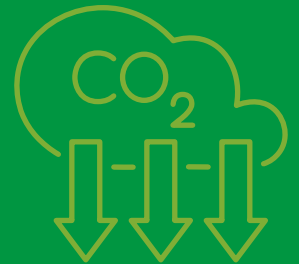
As a landlord with two offices, 115 vans, around 12,000 homes and nearly 10,000 green spaces, we have a substantial impact on the natural environment.

Our homes account for over 90% of our carbon emissions, making this the area where we are able to have the greatest impact. Our drive to futureproof homes for our customers has made great progress this year.





## Theme 1: Climate Change



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

We have a target for all homes to reach EPC C or higher by 2030. To achieve this, we have made substantial investments in the energy efficiency

of our customers' homes, all of which improve the EPC performance, reduce carbon emissions and aim to lower energy bills.

EPC Rating (Existing Homes)	Number	Percentage	Increase/decrease on existing EPC for previous year
A	4	0.04	0%
B	876	7.42	-1.1%
C	5,429	45.95	8.9%
D	3,420	28.95	-6.8%
E	503	4.26	0%
F	64	0.55	-5.9%
G	5	0.05	0%
Not yet assessed	1,515	12.83	-20.6
<b>Total</b>	<b>11,816</b>	<b>100.00</b>	<b>-0.2%</b>

### SAP distribution of existing homes

We use Sava's Intelligent Energy software to track the SAP ratings of our homes. This software holds detailed data on each property, which is often more reliable than the information held within an EPC. We use Intelligent Energy to complete modelling on our properties when planning investment projects.

SAP Band	Homes 23/24	22/23
A	506	489
B	942	891
C	8786	8613
D	1458	1632
E	119	134
F	4	5

### Average SAP Rating and Energy Intensity of existing homes (those completed before the last financial year)

Average SAP	Increase/decrease on average SAP for previous year	Energy Intensity (kwh/m2/yr)
74.83	0.5%	188





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

We have made the commitment for 100% of our new build homes to be rated EPC B or higher.

EPC Rating (NEW Homes)	Number	Percentage	Increase/decrease on new EPC for previous year
B	14	100.00	-81.58%

## Average SAP Rating and Energy Intensity of new homes

Average SAP	Energy Intensity
79.42	111 kwh/m2/yr

### **C3. Does the housing provider have a Net Zero target and strategy?**

**At LHP, we aim to be a Net Zero organisation on or before 2050.** We worked alongside consultants SHIFT Environment to develop our Net Zero Roadmap which launched in 2023. Using our carbon footprints from 2019 and beyond, the roadmap provides a range of recommendations and intermittent targets for LHP to achieve Net Zero status on or before 2050.



### **C3. Enhanced Reporting Option(s):**

#### **Is the housing provider's net zero commitment in line with the Science Based Target (SBT) initiative?**

Our Net Zero Roadmap includes three optional pathways to reach Net Zero, all of which have interim targets that align with the Science Based Targets Initiative (SBTi). The roadmaps produced by SHIFT are in line with the UK net zero pathways, which are more specific to UK Housing than SBTi. SHIFT has carried out a comparison of UK net zero pathways against SBTi and found them to be similar trajectories – click [here](#) for details.

#### **Does the housing provider have a costed transition plan?**

Our roadmap has estimated costings of the Net Zero transition embedded into each pathway.

## C4. What retrofit activities has the housing provider undertaken in the last 12 months in relation to its housing stock?

### How do these activities align with, and contribute towards, performance against the housing provider's Net Zero strategy and target?

We have taken big strides this year to improve the energy efficiency of our customer's homes. In March 2023, we announced that we had been successful in securing over £8m through the Social Housing Decarbonisation Fund (SHDF). This successful bid has then been match funded by LHP, creating a project worth over £16m. The project will **install external wall insulation to 733** of our customer's homes and will **install air source heat pumps to a further 82**. In the 2023/24 financial year, we completed **157 external wall insulation installs** alongside our partners at eon energy solutions and Thrift Energy. These changes have made huge improvements to the aesthetics of the estate, whilst also increasing customer comfort within the home.

In addition to this, we have secured further investment to **improve the cavity and loft insulation of over 500 homes**, whilst also installing **solar panels to over 60 properties**.

This drive to invest in the energy efficiency of our customer's homes will reduce carbon emissions, lower customer energy bills and increase thermal comfort for those living within the properties. We know that it is our responsibility to ensure that our customers have homes that are suitable for the future, and the ambition demonstrated this year is a reflection of what is to come within our EPC C and Net Zero projects.

To achieve Net Zero by 2050, our roadmap expects us to have an average SAP score of 75 across our homes by 2025. We currently have an average of 74.8%, meaning we are on track to achieve this target.



## C4. Enhanced Reporting Option(s):

Number of homes that have been retrofitted in the last financial year



Over  
**700**  
homes  
retrofitted

## C5. Greenhouse Gases (GHG) Emissions

Understanding how our carbon emissions are changing each year is a vital part of our Net Zero journey. We use a third-party carbon accounting software, Notch, to calculate our annual carbon

emissions. This partnership ensures our carbon datasets are validated, whilst also providing annual recommendations on how our data quality can be improved.

### Description of Scope 1, 2, and 3 emissions

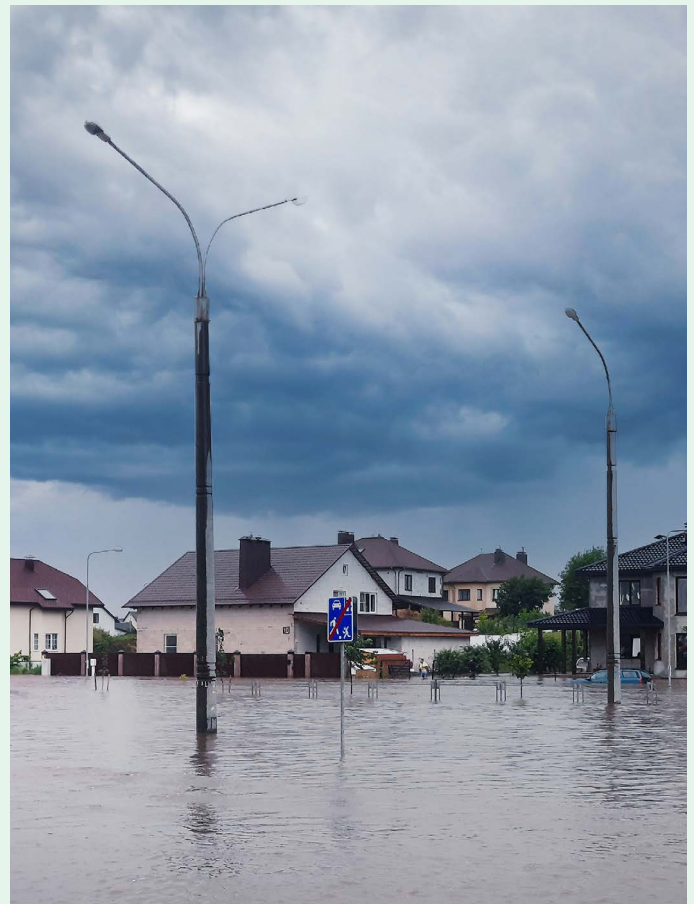
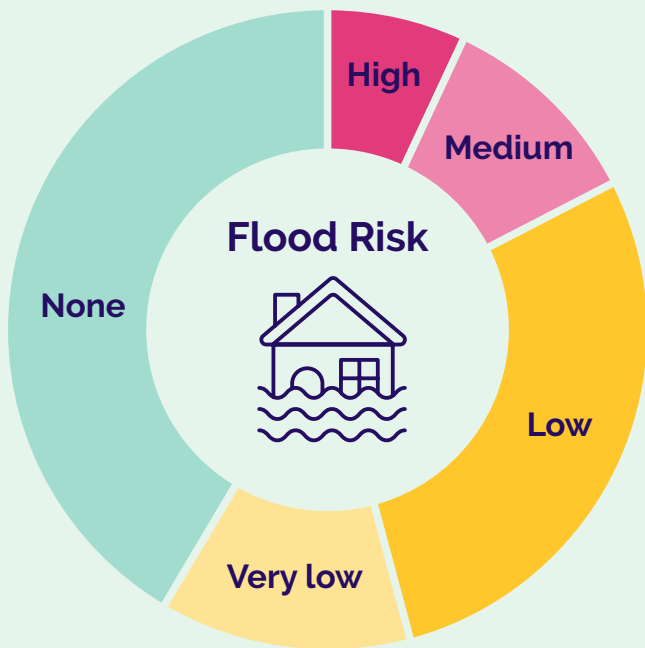
Scope	FY2024	Increase/decrease on emissions for previous year	FY2023	Increase/decrease on emissions for previous year	FY2022
Scope 1 & 2 GHG emissions	2,262.94	-0.25%	2,268.55	-1.04%	2,292.61
Scope 3 GHG emissions	26,609.2	-6.2%	28,367.57	-6.02%	30,185.14
Total GHG emissions (tCO <sub>2</sub> e)	28,872.12	-5.86%	30,635.92	-5.97%	32,477.75
Intensity per Employee (tCO <sub>2</sub> e)	66.5	-13.9%	76.42	-5.99%	81.2

## 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?

#### Increased flood risk

We worked alongside Lincoln University to undertake a flood assessment of our properties using the 'Open Flood Risk by Postcode' dataset from the Environment Agency, which highlights flood risk from rivers and sea. This dataset has been embedded into our Geographical Information System (GIS) so that flood risk for each property can be easily identified. We note that this analysis does not record risk from surface water flooding, which we will continue to explore across the next financial year.



#### Overheating and drought risk

We are currently undertaking our first SHIFT Assessment to increase our understanding of overheating and drought risk and how these can be mitigated.





Theme 2:  
**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?**

As a landlord we own around 10,000 green spaces across Lincolnshire, ranging from large fields to smaller patches amidst local estates. The 2023 State of Nature report identified the UK as being one of the most nature depleted countries in the world, sitting in the bottom 10% globally. As we manage a large number of green spaces, we have been working to understand how we can enhance these to increase biodiversity across Lincolnshire; creating green corridors that will ultimately benefit wildlife nationwide.

We have the ambition to introduce five new biodiversity sites each year, and work alongside our grounds maintenance contractors to deliver this. We planted 179 trees in the last year and continued to work on improving our existing sites. In July 2023, we welcomed Lincolnshire Wildlife Trust on site to visit a number of our wildflower

patches, discussing how these can be improved for wildlife and our customers in the years to come.

We now sit within the planning group for the upcoming Local Nature Recovery Strategy for Greater Lincolnshire, ensuring that as a business we have a clear understanding of how our green spaces can help heighten the impact of this wider scheme.

We will continue to embed biodiversity KPIs across our contractors to ensure that the value of our green spaces is a core priority within decision making.

We will explore the benefits of introducing a biodiversity strategy throughout the next financial year.



# Case Study: Greening our neighbourhoods

In the last year, we planted 179 trees across our neighbourhoods through the following schemes:

## The Conservation Volunteers' I Dig Programme:

We secured 150 trees through the I Dig scheme. The project aims to breathe life back into our towns and cities, planting millions of trees for climate, wildlife and communities. Alongside our grounds maintenance contractors, we identified suitable sites for the saplings to be planted. These trees will be monitored over the coming years, and will eventually be added to our tree surveys.

## South East Lincolnshire Councils Partnership (SELCP):

In partnership with SELCP, we planted 29 orchard trees across five sites. We have since revisited the trees to undertake maintenance and to speak with surrounding customers, who were delighted to see that fruit had already started to grow on some of the trees.

It is crucial that the correct trees are planted in the right place, which is why we will continue to plan diligently when introducing new habitats to our neighbourhoods.



## **C7. Enhanced Reporting Option(s):**

### **Biodiversity Net Gain (BNG) of new homes (those completed in the last financial year)**

Our new homes for 2023/24 were built prior to BNG legislation being introduced.

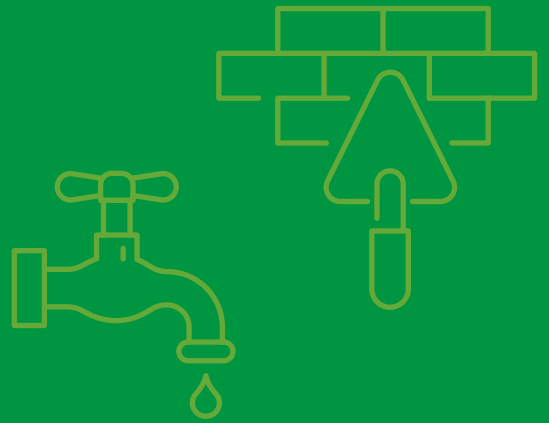
### **What is the housing provider's BNG target for new and existing homes? Does this exceed minimum requirements?**

All new builds will meet the legislated 10% BNG requirement.

### **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?**

While we currently do not have a strategy in place to track, manage, and reduce pollutants, we recognise that having such a strategy is also an important mechanism to ensure our commitment to minimise the impact that our activities have on the planet.





Theme 3:  
**Resource  
Management**



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

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

While we currently do not have a strategy in place to increase the use of responsibly sourced materials in our building works, we recognise that having such a strategy is also an important mechanism to minimise the impact that our activities have on the planet.

We now ask our main suppliers to report on the percentage of materials responsibly sourced, and will continue to seek further data on this metric through our SHIFT Assessments.

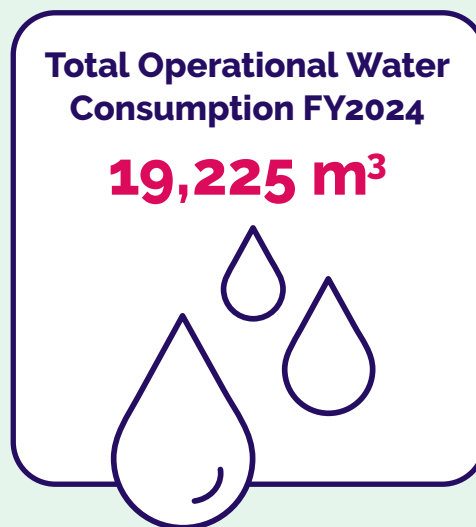
## **C10. Does the housing provider have a strategy for waste management incorporating building materials? If so, how does the housing provider target and measure performance?**

While we currently do not have a formalised strategy in place for waste management incorporating building materials, we established a waste baseline in 2022 which was a positive first

step to increasing our understanding of our waste outputs as a business. Our ESG Framework has set the target to establish a new waste baseline following a change in contractors by 2025.

## **C11. Does the housing provider have a strategy for water management? If so, how does the housing provider target and measure performance?**

While we currently do not have a strategy in place for good water management, our ESG Framework does set the target to calculate our water footprint by 2025, which will undoubtedly increase our understanding of water usage and whether a water management strategy would be beneficial.



# Social Sustainability

As a landlord with around 12,000 homes across Lincolnshire, we want to ensure that the work we do has a positive impact on the wider region. Our work aims to improve the wider communities which we serve, delivering a sustainable and vibrant future for Lincolnshire.





## Theme 4: **Affordability and Security**





## C12. For properties that are subject to the rent regulation regime, report against one or more Affordability Metric:

Local Housing Allowance (LHA) 86%

Private Rented Sector (PRS) 69%

## C13. Share, and number, of existing homes (owned and/or managed) that were completed before the last financial year, allocated to:

Units (existing homes)	Number	Percentage	Increase/decrease on existing homes allocation for previous year
General Needs (social rent)	9,641	79.05	-0.18%
Intermediate Rent	218	1.79	0.00%
Affordable Rent	235	1.93	27.03%
Supported Housing	0	0.00	-100.00%
Housing for older people	1,723	14.13	0.06%
Low-cost home ownership	349	2.86	6.08%
Care homes	30	0.25	0.00%
Private Rented Sector	0	0.00	0.00%
Other Category	0	0.00	0.00%
<b>Total Homes Managed / Owned</b>	<b>12,196</b>	<b>100.00</b>	<b>0.28%</b>



## C14. Share, and number, of new homes (owned and/or managed) that were completed in the last financial year, allocated to:

Units (NEW homes)	Number	Percentage	Increase/decrease on new homes allocation for previous year
General Needs (social rent)	0	0.00	0.00%
Intermediate Rent	0	0.00	0.00%
Affordable Rent	7	50.00	-86.00%
Supported Housing	0	0.00	-100.00%
Housing for older people	0	0.00	0.00%
Low-cost home ownership	7	50.00	-73.08%
Care homes	0	0.00	0.00%
Private Rented Sector	0	0.00	0.00%
Other Category	0	0.00	0.00%
<b>Total Homes Managed / Owned</b>	<b>14</b>	<b>100.00</b>	<b>-81.82%</b>

## C14. Enhanced Reporting Option(s): Number homes disposed of in the last 12 months, by tenure type

Units (NEW homes)	Number	Increase/decrease on new homes allocation for previous year
Number and % of General Needs units	23	-0.19%
Number and % of Intermediate Rent units	0	0.00%
Number and % of Affordable Rent units	0	0.00%
Number and % of Supported Housing units	0	0.00%
Number and % of Housing for Older People units	0	0.00%
Number and % of Low-cost Home Ownership units	4	0.03%
Number and % of Care Home units	0	0.00%
Number and % of Private Rented Sector units	0	0.00%
Number and % of Other units	0	0.00%

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

The cost of living crisis has significantly affected many of our customers and in particular their ability to heat their homes. LHP has an in-house Money Support Service available to all customers to support and help with managing their money. Part of this support covers budgeting and helping our customers understand their budgets and what their costs are to run a household.

We support customers to look at their utility costs, understand their tariffs and especially understanding standing charges. We look at what other tariffs are available from providers and help

them switch if appropriate. We contact the utility providers with them to solve any concerns or issues and help negotiate payment plans if there are debts on the account, and access grants where available to help financially support them and sometimes to settle debts.

We also check that our customers know how to use their heating systems and get the best efficiencies out of them. We work closely with the Gas engineers to ensure the customer is supported from both sides.

### LHP Hardship Fund

We have an LHP Hardship fund available to support customers in financial hardship. £100,000 was allocated in 2023/24 and £80,000 in 2024/25. Money of up to £500 per household is provided in voucher form for companies like Asda, Argos and Currys. In 2023/24 a total of £82,935 was provided in vouchers to 181 customers.

In 2023/24 we supported over 2000 customers and gained them additional income of £835,000.

212 customers were referred for support solely for fuel poverty reasons, 214 for food poverty, 432 for debt and arrears and 1,251 for general advice and benefit help.

### 2023/24 performance for this service was as follows:

How satisfied or dissatisfied are you with the ease of accessing the Money Support Service?

Averaged  
**93.7%**  
satisfied

Do you feel the advice given to you was relevant to your situation?

Averaged  
**94.7%**  
Yes, the advice was relevant

To what extent has the money support given to you helped you and your situation?

Helped  
**88.8%**

How satisfied or dissatisfied are you that the information given to you, was clear and easy to understand?

Averaged  
**95.7%**  
were satisfied

If you did receive support from the LHP Hardship fund what difference has it made to you and your household?

Averaged  
**92.0%**  
Agreed that it had made a positive difference

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

We want our customers to see their homes as a home for life, and we provide this sense of stability in the types of tenancies we offer.

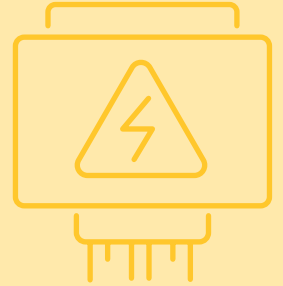
The most secure form of tenancy we offer is an assured tenancy, which is held by most customers at LHP. The only way in which such a tenancy can be ended is either by four weeks notice from the customer (a termination) or by Court Order on one of the grounds in the Housing Act.

We also offer Starter Tenancies for new customers. This is a trial period for 12 months, or a maximum of 18 months if we have concern

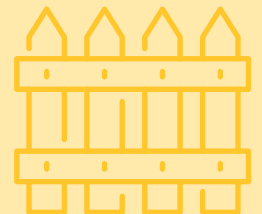
regarding tenancy sustainment and breach of tenancy conditions. We convert these tenancies to assured at the end of the 12 months, if the customer has demonstrated they can sustain their tenancy. Our Neighbourhood Officers are on hand to support each customer through this process.

In order to end a starter tenancy, we have a stringent internal process to ensure proportionality, which involves sign off by two Corporate Heads of Service, and a mechanism for appeal for the customer, which is heard by two independent Corporate Heads of Service, who were not party to the original decision.

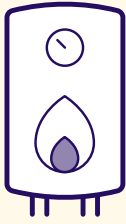




Theme 5:  
**Building Safety  
and Quality**



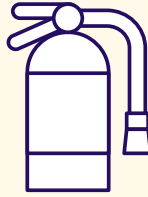
## C17. Describe the condition of the housing provider's portfolio & C17. Enhanced Reporting Option(s):



**99.87%**

Percentage of homes for which all required gas safety checks have been carried out

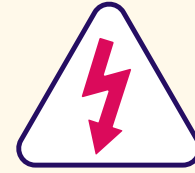
-0.05% change from previous year



**100%**

Percentage of homes for which all required fire risk assessments have been carried out

0% change from previous year



**100%**

Percentage of homes for which all required electrical safety checks have been carried out

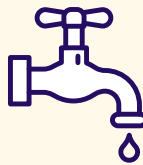
0% change from previous year



**100%**

% of homes for which all required asbestos management surveys or re-inspections have been carried out

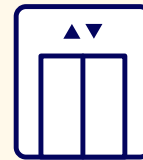
0% change from previous year



**100%**

% of homes for which all required legionella risk assessments have been carried out

0% change from previous year



**100%**

% of homes for which all required communal passenger lift safety checks have been carried out

0% change from previous year

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

The Decent Homes Standard (DHS) is a government-agreed technical definition on the statutory minimum requirement for a home to be classed as 'decent'. This is a standard national criterion that provides insight into the condition of a housing provider's stock.



## **C18. Enhanced Reporting Option(s):**

### **What is the target date for bringing homes that do not meet the standard into compliance?**

All homes met the standard.

## **C19. How do you manage and mitigate the risk of damp and mould for your residents?**

LHP is at the start of a service review and reform, and our approach to damp and mould will be a large part of that. Damp and mould has been moved under compliance and we are reviewing KPIs as part of this transition. Damp and mould is expected to sit within a new major works channel, this will allow us to have dedicated resource with the skills to manage all damp and mould cases, no matter size or complexity and own all cases from start to finish.

The new major works stream will be subject to a target modelling exercise that is due to start late July (2024), this modelling will be followed by a full process, procedure and resource review to meet that model.





## Theme 6: **Resident Voice**





## **C20. What are the results of the housing provider's most recent tenant satisfaction survey? How has the housing provider acted on these results?**



**The overall satisfaction value for TP01 was 82.66%.**

Surveys are completed quarterly, aiming for 250 completed returns per period, to ensure a sample size designated by the RSH guidance is achieved.

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

At LHP, we have a Customer Scrutiny Panel which is our resident led scrutiny board. Responsible for oversight of our engagement service and carrying out regular scrutiny for our services. Our panel has unrestricted access to policy, performance and insight information relating to the scrutiny review and has the ability to request evidence from colleagues, managers or leadership during their review. Their recommendations are reviewed by our Corporate Leadership Team and approved recommendations are added to our corporate risk management system for tracked implementation.

We actively encourage customers to give their views on policy changes, with all new policies now facing customer approval before final approval at Board.

Our YourVoice hub complements our traditional involvement methods by allowing for a broader scope for feedback from a wider range of customers, allowing customers to feedback from their mobile device at a time that suits them.

## **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?**

One. Changes in Damp and Mould (D&M) practice had changed prior to determination owing to the publication of the Spotlight report on Damp and Mould. Due to the time taken for the service to

investigate and respond to the case, the practice being reviewed at the time the complaint took place was already out of date. This is on-going whilst awaiting Awaab's Law.



## Theme 7: **Resident Support**



## **C23. What are the key support services that the housing provider offers to its residents?**

### **How successful are these services in improving outcomes?**

We provide a variety of support services for our customers. Rather than just providing a home, we want to ensure that our residents are supported across all areas of their lives.

Our partnership with Age UK was introduced in 2023 and provides an out of hours support and non-injury falls service. Additionally, our internal Telecare team install monitored assistive technology across tenures, which can be used for a variety of things, for example in facilitating hospital discharge.

At our extra care scheme in Boston, Mayfields, we provide services to residents of 40 flats, all of whom have assessed support and care needs. LHP also provides a restaurant service through our contractor Elixir. Activities are organised through partner organisations such as 'Singing

for Fun' and LHP's site-based staff, providing an engaging and welcoming atmosphere for all customers to enjoy.

#### **Dementia Day Care Service**

This service, called Memory Lane, operates at our extra care housing scheme Mayfields. The service runs on Tuesdays and Thursdays and is also supplemented by an arts and dementia project running every other Wednesday, which is funded through grant applications. The service also provides one to one advice and support where needed for carers.



## Theme 8: **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.**

We are currently in the process of developing tailored neighborhood action plans, which will ensure that our communities are receiving targeted support from LHP, incorporating customer insights to shape future projects, and increasing the transparency of our future plans for each area.



# Case Study: Energy efficiency investment in Immingham

Our energy efficiency investment programme (funded through the Social Housing Decarbonisation Fund) commenced in 2023.

This project, in partnership with eon energy solutions and Thrift Energy, will install external wall insulation to 733 properties. Within the 2023/24 financial year, 157 homes were completed, creating warmer, healthier homes for our customers.

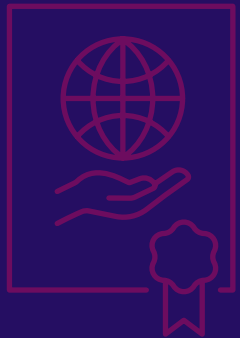
As part of this project, our partners at eon energy solutions have delivered a range of engagement events for customers. A variety of gift baskets have been provided, alongside activity days for children to engage with during the school holidays. The project has made a huge impact on the aesthetics of the Immingham estate, and we will continue to work alongside our partners to explore what other additional improvements can be introduced to the community. Our second phase of the project has now commenced in Grimsby.







Theme 9:  
**Structure and Governance**





## **C25. Is the housing provider registered with the national regulator of social housing?**

We are registered with the Regulator of Social Housing ref. 4877

## **C26. What is the housing provider's most recent regulatory grading/status?**

G1:V2 as of 13 December 2023

## **C27. Which Code of Governance does the housing provider follow, if any?**

NHF Code of Governance 2020.

## **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?**

Yes, we are a not for profit organisation.

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

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

ESG responsibilities are assigned to the People and Governance Committee with Board sighted on ESG topics as relevant. As assessment of ESG impact is incorporated into all Board and Committee papers as part of the executive summary. Operationally there is a ESG risk register in place which is aligned to the deliverables within the ESG Framework.

Strategically we consider the varying strands of ESG within the Strategic Risk Register against risk ST028 Ability to meet statutory energy efficiency targets. This is reviewed at each meeting of the People and Governance Committee, with additional oversight by Audit and Risk Committee.

## **C29. Enhanced Reporting Option(s):**

### **Is the housing provider required to report against Task Force on Climate-Related Financial Disclosures (TCFD)?**

No, we are not required to report against TCFD. Our current focus is to ensure our data quality is continuously improving for the SRS, a framework that has been produced for the social housing sector. However, we recognise the value of TCFD and will continue to explore how additional reporting mechanisms could support our ESG accountability and progress.

### **C30. Has the housing provider been subject to any adverse regulatory findings in the last 12 months (data protection breaches, bribery, money laundering, HSE breaches etc.) - that resulted in enforcement or other equivalent action?**

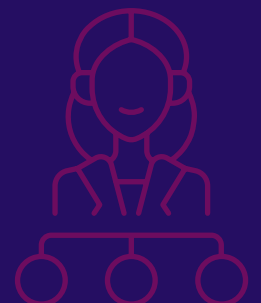
No.

### **C30. Enhanced Reporting Option(s): If yes, please describe.**

We have not been subject to any adverse regulatory findings in the last 12 months that resulted in enforcement or other equivalent action (e.g. data protection breaches, bribery, money laundering, HSE breaches or notices).



Theme 10:  
**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?**

Demographics of the board	
What percentage of the board are women?	70.00
What percentage of the board are BAME?	20.00
What percentage of the board have a disability?	0.00
Average age of the board	56.00
Average tenure of the board	3.05

All Board/Committee Reports and Policies identify customer insight, consultation undertaken in the production of the report. This may come from a range of sources such as complaints, customer satisfaction surveys, customer testimonials, co-design, customer scrutiny, forum meetings etc. On a quarterly basis, the Board hears from customers during a customer insight session, which focuses on a service delivery area and the experiences of the customer, as well as having a representative from the Customer Scrutiny Panel attend to update on the work conducted. Furthermore, the Board takes part in community insight visits at least once every six months by visiting a local community - meeting customers and key stakeholders.

To ensure a diverse range at Board level, we identify the skills and behaviours required to deliver the strategy and recruit to those, taking into account the need to represent

our communities. Board Diversity against our communities is published on our website. The main demographic areas that we take positive action around when recruiting are encouraging those with disabilities, and for people from an eastern European background so as to be more representative of the communities we serve.

Other positive actions that we have implemented in the latest recruitment round is adopting the principle that all in person meetings (except for Strategy Events) will have hybrid options; ensuring the recruitment team were available to assist in application forms verbally rather than written; and stating that all venues used will be accessible. We also engaged with EDI charities to peer review our process before commencement and approached different media outlets to promote the vacancies.

### **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?**

We've had a turnover of the board and turnover of the executive management team in the past year.

<b>Board turn over</b>	
Board members that have turned over in the last two years	30.00%
Senior Management team that have turned over in the last two years	40.00%

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

Two of our Audit Committee members have recent and relevant financial experience.

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

Non-executive directors play an important role in our organisation in bringing an impartial view to governance and management decisions. 100% of our board members are non-executive directors.

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

Overview of our succession plan is delegated by the board to the People & Governance Committee. We would like to have clear planning and preparedness for the board and we have taken appropriate steps to prepare for future changes in the makeup of the organisation's senior management team.

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

Beever and Struthers have been the external auditors of LHP since the inception of LHP in 2018. The external audit was retendered under a competitive process for the 2020/2021 financial year, with Beever and Struthers reappointed. The current audit partner has been in place for 4 years.

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

An independent review of the Board and Board governance arrangements was undertaken in July 2021. As recommended by The UK Corporate Governance Code best practice, the Board undertakes externally facilitated board-effectiveness reviews every three years.

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

LHP has applied the NHF Code of Conduct to Board Members and employees which sets out expectations to ensure that no undeclared conflict arises between their duties and personal interests. Declarations are captured at recruitment for all Board Members and colleagues, and are refreshed annually. Board Members are also reviewed six-monthly, and they have the opportunity to declare any conflicts of interest at the beginning of each Board or Committee meeting.





Theme 11:  
**Staff Wellbeing**



### C39. Does the housing provider pay the Real Living Wage?

No.

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

9.9%.

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

FY 23/24	
CEO: Median Worker Pay Ratio	6.47 : 1 This figure is based on the CEO's salary in January 2024.

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

Our EDI Action Plan drives forward everything we do, focusing on three core areas: equal opportunity, accessibility for all, and inclusive workplace, underpinned by continuous improvement.

We follow a calendar of EDI activities, promoting various awareness days/weeks/months, alongside regular webinars and training opportunities that link in with our desire to better understand and represent our customer base. In 2023, we have achieved the Investors in Diversity accreditation as an organisation, signifying the

work we're doing to promote, embed and further EDI at LHP.

We have also begun a working relationship with Inclusive Employers, to explore forming an EDI Working Group in the 2024/25 financial year to further spearhead EDI at LHP, and to support us with additional training and resources on our journey.





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

Our Wellbeing Group, composed of a range of colleagues from across the organisation, is on hand to promote and monitor Wellbeing at LHP. The group regularly promote wellbeing resources, activities, and awareness days.

Our Wellbeing Group has recently been reformed, with new Terms of Reference crafted and a focus on being more action orientated, going into the 2024/25 financial year.

We pride ourselves on our Mental Health First Aiders, available across the organisation, with in-house training from our MHFA qualified trainer.

All employees have access to Westfield Health as part of their reward package with us, providing them with health insurance packed with additional features, such as 24/7 access to a doctor and access to counselling.

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

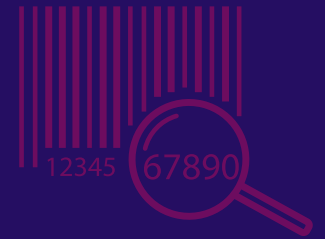
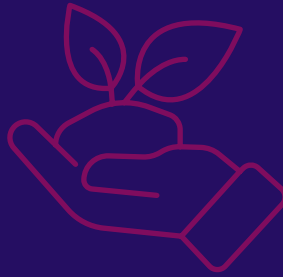
We offer all colleagues access to our corporate training prospectus. This is a suite of courses which improve their knowledge, skills and behaviours. The corporate training prospectus is released every six months, and we regularly speak with managers and colleagues to update this with topics of interest to the organisation.

Colleagues can book any course through our learning management system, AcadeME. As the system is aptly named, we encourage accountability of learning. All colleagues are

asked to speak with their manager and have conversations around development, if these requests are not available on the corporate training prospectus, then colleagues can raise training requests through our service hub. The requests on our service hub are collated and are used to form the basis of our next training prospectus.

In the last 12 months, we offered 3.1 days of additional training per employee. This is a total of around 9,750 learning hours.





Theme 12:  
**Supply Chain  
Management**



## 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?

We are committed to deliver social value and drive social change through our procurement policies and processes. LHP have included a 20% weighting for ESG elements in the evaluation of all tenders. This involves asking questions on how bidders can support LHP's ESG framework, any techniques used to reduce their environmental impact, approaches to net zero, waste disposal, adding social benefit to LHP's operations, monitoring and avoiding modern slavery.

Once a supplier makes a commitment to deliver some social value within the contract, the commitments are logged on to an ESG tracker. This will be used to influence contract management activities to ensure delivery is achieved.



# Case Study: Fortem Social Value Delivery

Last year, Fortem took over as our new planned works supplier, kick starting our 30 Year Plan worth £450m.

Achieving value from all of our contracts is vital, especially one so large, and one area we expect to see a focus on in all of our contracts is Environmental Social and Governance sustainability. All of our tenders have a 20% weighting on ESG questions, ensuring that our suppliers recognise the importance of sustainability and are willing to work in partnership to make a positive impact.

Fortem have committed to a Social Value Programme as part of their contract with us, providing a range of extras that will benefit our customers and the communities we work within.

In the 2023/24 financial year, this contract delivered the following:



**225 hours**  
of volunteer time



**£6,750**  
investment from Fortem  
into social value activities



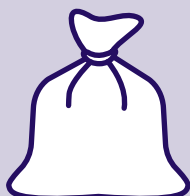
**£2,050**  
supply chain donations



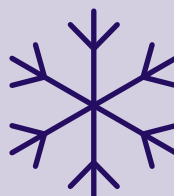
**3**  
full-time apprentices hired  
as part of the contract



**Bricks**  
Donation of bricks to  
Grimsby college



**Litter pick**  
across one of our  
neighbourhoods



**Operation Christmas**  
gifting 17 hampers and 160  
sets of pyjamas to local  
schools

## Better Homes Better Health partnership:

This referral programme identifies customers in need of support with energy efficiency and fuel bills. 12 customers were referred to the BHBH service, providing customers with a range of support.

## **C45. Enhanced Reporting Option(s):**

### **What is the relative weighting of Social Value considerations in procurement policies?**

20%.

## **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?**

If a supplier scores poorly within the ESG procurement process but is still successful in gaining a contract alongside LHP, our sustainability manager will meet with them to discuss how we can work together to improve their understanding of ESG. In June 2024, we also launched our supply chain sustainability booklet.

This resource aims to support suppliers when answering ESG weighted questions throughout the tender process. We want to ensure that local, smaller suppliers are not at a disadvantage and have highlighted a variety of free resources that SMEs can access to increase their expertise around ESG.

## **C46. Enhanced Reporting Option(s):**

### **What is the relative weighting of environmental impact considerations in procurement policies?**

20%.

## **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?**

LHP uses Creditsafe as a financial checking service to monitor the financial performance of suppliers. This is used to manage supply chain risks, the contract management guide published in April 2022 includes 5 tests to assessing stability of a supplier's financial position.

Attempts to drive sustainability in the supply chain are through the use of evaluation weightings in tender documents and evaluations. This is then monitored using the ESG tracker and contract management activities.

We know that some of the **jargon** related to **Net Zero** can be a bit **overwhelming**.

Here's a handy **Jargon Buster** so you can make the most out of it



## Net Zero

The amount of greenhouse gasses entering the atmosphere are equal to those being removed from the atmosphere. For an organisation to be 'Net Zero', they must reduce emissions in line with the latest climate science, and balance remaining residual emissions, through eligible carbon offsets.



## Carbon Neutral

The amount of greenhouse gasses entering the atmosphere are balanced by carbon offsets. For an organisation, to be 'Carbon Neutral', no level of ambition is necessary.



## Climate Change

Long term shifts in temperature and weather patterns. The United Nations say that it is now clear that 21st Century Climate Change is caused by humans, primarily through the burning of fossil fuels.



## Fossil Fuels

Natural fuels that form in the geological past, made from decomposing plants and animals over millions of years (for example coal and gas).



## Carbon Offsetting

The purchase of 'rights' or certificates linked to activities that lower the amount of Carbon Dioxide in the atmosphere. The idea that carbon emissions generated through an activity can be paid off through a scheme that removes carbon (for example tree planting).



## Scope 1, 2 and 3 emissions

Scopes are a way of categorising the different emissions a company creates. Scope 1: Direct emissions from owned or controlled sources (fuel for company vehicles). Scope 2: Indirect emissions from purchase of electricity. Scope 3: All other indirect emissions that are not produced by the company itself (business travel, supply chain)



## Carbon Dioxide Equivalents

A measuring unit used to compare numerous Greenhouse Gases based on their Global Warming Potential (GWP). This allows us to express a Carbon Baseline with multiple different Greenhouse Gases as a single number.



## Greenhouse Gases

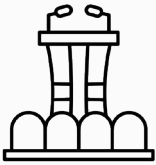
Any gas that has the property of absorbing infrared radiation, the main ones are:

- Water Vapor
- Carbon Dioxide
- Methane
- Ozone
- Nitrous Oxide



## Paris Agreement

A legally binding international treaty founded in 2015. It's goal is to keep emissions to well below 2 degrees, preferably to 1 degree celsius.



## COP

Conference Of the Parties. An annual global climate summit attended by countries that signed the United Nations Framework Convention on Climate Change (UNFCCC)



## Biodiversity

The variety of plant and animal life in the world or a particular place/habitat.





## Circular Economy

An all-encompassing view of life and business where everything has value, and nothing is wasted.



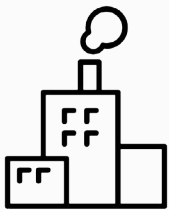
## Greenwashing

Form of disinformation spread by companies to make it look like their practices are more environmentally friendly than they are.



## Science Based Target

A carbon emissions target that is in line with the scale of reduction required to keep global temperature increase below 2 degrees above industrial levels (as decided within the Paris Agreement)



## Residual Emissions

The emissions that remain after an organisation has done everything feasible to try and reduce them

# Sustainable Reporting Standard (SRS) /United Nations (UN) Sustainable Development Goals (SDG) Index

ESG Area	Theme Number	Theme Name	SDG Goal		Company's Report
Environmental	T1	Climate Change	13	Climate Action	p10
	T2	Ecology	15	Life on Land	p17
	T3	Resource Management	12	Responsible Consumption and Production	p21
Social	T4	Affordability and Security	11	Sustainable Cities and Communities	p24
			10	Reduce Inequality	
	T5	Building Safety and Quality	11	Sustainable Cities and Communities	p29
	T6	Resident Voice	11	Sustainable Cities and Communities	p32
	T7	Resident Support			p34
	T8	Placemaking			p36
Governance	T9	Structure and Governance	16	Peace, Justice and Strong Institutions	p40
	T10	Board and Trustees			p43
	T11	Staff Wellbeing	8	Decent Work and Economic Growth	p47
	T12	Supply Chain Management	12	Responsible Consumption and Production	p50

## References

Bolton, P., Kennedy, S., & Hinson, S. (2021, July 8). Fuel Poverty. House of Commons Library: Research Briefing. <https://commonslibrary.parliament.uk/research-briefings/cbp-8730/>

# ESG Data Sheet

Theme #	Criteria #	Criteria	Measurement Unit	Response	% change (from previous year)	
Climate Change	T1	C1	% of homes rated A	0.03%	0.0%	
			% of homes rated B	7.4%	-1.1%	
			% of homes rated C	46.0%	8.9%	
			% of homes rated D	29.0%	-6.8%	
			% of homes rated E or worse	4.9%	0.0%	
			% of homes without EPC rating (unknown)	12.8%	-20.6%	
		C2	% of homes rated A	0.0%	0.0%	
			% of homes rated B	100.0%	-81.6%	
			% of homes rated C	0.0%	0.0%	
			% of homes rated D	0.0%	0.0%	
			% of homes rated E or worse	0.0%	0.0%	
		C3	Does the housing provider have a Net Zero target and strategy?	Yes / No	Qualitative response, date	Yes. At LHP we have the ambition to be a Net Zero organisation on or before 2050. We worked alongside consultants SHIFT Environment to develop our Net Zero Roadmap which launched in 2023
	If so, what is it and when does the housing provider intend to be Net Zero by?					
	C4	What retrofit activities has the housing provider undertaken in the last 12 months in relation to its housing stock?	Qualitative response		We have taken big strides this year to improve the energy efficiency of our customer's homes. In March, we announced that we had been successful in securing over £8m through the Social Housing Decarbonisation Fund (SHDF). This successful bid has then been match funded by LHP, creating a project worth over £16m. The project will install external wall insulation to 733 of our customer's homes, and will install air source heat pumps to a further 82. In the 2023/24 financial year, we completed 157 external wall installs alongside our partners at eon energy solutions and Thrift.	
		How do these activities align with, and contribute towards, performance against the housing provider's Net Zero strategy and target?			In addition to this, we have secured further investment to improve the cavity and loft insulation of over 500 homes, whilst also installing solar panels to a over 60 properties.  To achieve Net Zero by 2050, our roadmap expects us to have an average SAP score of 75 across our homes by 2025, meaning we are currently on track to achieve this target.	
	C5	Scope 1, Scope 2 and Scope 3 Green House Gas emissions.	Scope 1: kg CO <sub>2</sub> equivalent / date		<b>1,861,372.12</b>	-8.35%
			Scope 2: kg CO <sub>2</sub> equivalent / date		<b>401,572.69</b>	69.7%
			Scope 3: kg CO <sub>2</sub> equivalent / date		<b>26,609,183.75</b>	-6.2%
		Scope 1, Scope 2 and Scope 3 Green House Gas emissions per home.	Scope 1, 2 & 3 : Total kg CO <sub>2</sub> equivalent / date		<b>28,872,128.56</b>	-5.86%
			If unable to report emissions data, please state when the housing provider is expected to be able to do so.	Scope 1, 2 & 3 per home: Total kg CO <sub>2</sub> equivalent / home / date		<b>2,443.5 kg co2e per home managed</b> (based on 11,816 homes)
	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?	Qualitative response		<b>Increased flood risk</b> We worked alongside Lincoln University to undertake a flood assessment of our properties using the 'Open Flood Risk by Postcode' dataset from the Environment Agency which highlights flood risk from rivers and sea. This dataset has been embedded into our GIS system so that flood risk for each property can be easily identified.	
		How is the housing provider mitigating these risks?			<b>Overheating risk</b> We are currently undertaking our first SHIFT Assessment to increase our understanding of overheating risk and how this can be mitigated.  <b>Increased drought risk</b> We are currently undertaking our first SHIFT Assessment to increase our understanding of drought risk and how this can be mitigated.	
					<i>'some data within our Scope 3 figures is based on the 2022/23 financial year while we continue to collect information for 2023/24'</i>	

Theme #	Criteria #	Enhanced Reporting Option(s)	Measurement Unit	Response	% change (from previous year)	
Climate Change	T1	C1	Average SAP rating of <b>existing</b> homes (those completed before the last financial year).	Average SAP rating	74.83	0.5%
			Energy use intensity [kWh/m <sup>2</sup> /yr] of <b>existing</b> homes.	kWh/m <sup>2</sup> /yr	188	NA
		C2	Average SAP rating of <b>new</b> homes (those completed in the last financial year).	Average SAP rating	79.42	NA
			Energy use intensity [kWh/m <sup>2</sup> /yr] of <b>new</b> homes.	kWh/m <sup>2</sup> /yr	111	NA
		C3	Is the housing provider's net zero commitment in line with the Science Based Target (SBT) initiative?	Yes / No	Yes. Our Net Zero Roadmap includes 3 optional pathways to reach Net Zero by 2050, all of which have interim targets that align with the Science Based Targets Initiative. The roadmaps SHIFT produce are in line with the UK net zero pathways, which are more specific to UK Housing than SBTi. SHIFT have carried out a comparison of UK net zero pathways against SBTi and found them to be similar trajectories – see here: <a href="https://shiftenvironment.co.uk/news/comparison-of-science-based-target-initiatives-stbis-compared-to-net-zero-path-for-housing/">https://shiftenvironment.co.uk/news/comparison-of-science-based-target-initiatives-stbis-compared-to-net-zero-path-for-housing/</a>	
			Does the housing provider have a costed transition plan?	Yes / No	Our roadmap includes costed pathways for three net zero target options (2040, 2045 & 2050)	
		C4	Number of homes that have been retrofitted in the last financial year.	# of homes	Over 700 homes	
			Homes that have been retrofitted in the last financial year as a percentage of the total homes the housing providers is aiming to retrofit.	%	NA	
		C5	Does the housing provider qualify for SECR reporting?	Yes / No	No	
			SECR Intensity Ratio for Total Emissions (Scope 1-3)	kg CO <sub>2</sub> e/m <sup>2</sup>	0	

Theme #	Criteria #	Criteria	Measurement Unit	Response
Ecology	T2	<p><b>C7</b></p> <p>Does the housing provider have a strategy to enhance green space and promote biodiversity on or near homes?</p> <p>If yes, please describe with reference to targets in this area.</p> <p>If no, are you planning on producing one in the next 12 months?</p>	Qualitative response	<p>We have the ambition to introduce 5 new biodiversity sites each year, and work alongside our grounds maintenance contractors We planted 179 trees in the last year, and continued to work on improving our existing sites. In July 2023 we welcome Lincolnshire Wildlife Trust on site to visit a number of our wildflower patches, discussing how these can be improved for wildlife and our customers in the years to come. we will continue to embed biodiversity KPIs across our contractors to ensure that the value of our green spaces is a core priority across decision making. We will explore the benefits of introducing a biodiversity strategy throughout the next financial year.</p>
		<p><b>C8</b></p> <p>Does the housing provider have a strategy to identify, manage and reduce pollutants that could cause material harm?</p> <p>If so, how does the housing provider target and measure performance?</p>	<p>1. Yes 2. No, but planning to develop a strategy 3. No, no plans to develop a strategy</p> <p>If planning to develop one, when does the housing provider expect it to be established? [Date]</p>	<p>No, but planning to develop a strategy While we currently do not have a strategy in place to track, manage, and reduce pollutants, we recognize that having such a strategy is also an important mechanism to ensure our commitment to minimise the impact that our activities have on the planet.</p>
Resource Management	T3	<p><b>C9</b></p> <p>Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building and repairs works?</p> <p>If so, how does the housing provider target and measure performance?</p>	<p>1. Yes 2. No, but planning to develop a strategy 3. No, no plans to develop a strategy</p> <p>If planning to develop one, when does the housing provider expect it to be established? [Date]</p>	<p>While we currently do not have a strategy in place to increase the use of responsibly sourced materials in our building works, we recognise that having such a strategy is also an important mechanism to ensure our commitment to minimise the impact that our activities have on the planet.</p> <p>We now ask our main suppliers to report on the percentage% of materials responsibly sourced, and will continue to seek further data on this metric through our SHIFT Assessments.</p>
		<p><b>C10</b></p> <p>Does the housing provider have a strategy for waste management incorporating building materials?</p> <p>If so, how does the housing provider target and measure performance?</p>	<p>1. Yes 2. No, but planning to develop a strategy 3. No, no plans to develop a strategy</p> <p>If planning to develop one, when does the housing provider expect it to be established? [Date]</p>	<p>While we currently do not have a formalised strategy in place for waste management incorporating building materials, we recognize that having such a strategy is also an important mechanism to ensure our commitment to minimise the impact that our activities have on the planet.</p> <p>We established a waste baseline in 2022 which was a positive first step to increasing our understanding of our waste outputs as a business. Our ESG Framework has set the target to establish a new waste baseline following a change in contractors by 2025.</p>
		<p><b>C11</b></p> <p>Does the housing provider have a strategy for water management?</p> <p>If so, how does the housing provider target and measure performance?</p>	<p>1. Yes 2. No, but planning to develop a strategy 3. No, no plans to develop a strategy</p> <p>If planning to develop one, when does the housing provider expect it to be established? [Date]</p>	<p>While we currently do not have a strategy in place for good water management, our ESG Framework does set the target to calculate our water footprint by 2025, which will undoubtedly increase our understanding of water usage and whether a water management strategy would be beneficial.</p> <p style="text-align: center;">Water Consumption: FY2024 Total Operational Water Consumption</p> <p style="text-align: center;">19,225 m<sup>3</sup></p>

Theme #	Criteria #	Enhanced Reporting Option(s)	Measurement Unit	Response
Ecology	T2	Biodiversity Net Gain (BNG) of new homes (those completed in the last financial year).	Biodiversity Net Gain (BNG)	Our new builds for 2023/24 were finalised prior to the introduction of BNG legislation.
		What is the housing provider's Biodiversity Net Gain target for new and existing homes?	Target Biodiversity Net Gain (BNG)	10%
		Does this exceed minimum requirements?	Qualitative response	
Resource Management	T3	% of materials from responsible sources	Material %	Do not currently report.
		% of materials that are recycled and/or diverted from landfill	Material %	Do not currently report.

Theme #	Criteria #	Criteria	Measurement Unit	Response			% change (from previous year)	
Affordability and Security	T4	C12	For properties that are subject to the <b>rent regulation regime</b> , report against one or more Affordability Metric:	% of PRS rent	69.0%			4.50%
			1. Rent compared to Median private rental sector (PRS) rent across the Local Authority 2. Rent compared to Local Housing Allowance (LHA)	% of LHA rent	86.0%			7.50%
	C13	Share, and number, of existing homes (owned and managed) completed before the last financial year, allocated to: <ul style="list-style-type: none"><li>General needs (social rent)</li><li>Intermediate rent</li><li>Affordable rent</li><li>Supported Housing</li><li>Housing for older people</li><li>Low-cost home ownership</li><li>Care homes</li><li>Private Rented Sector</li><li>Other</li></ul>		Number of Existing Homes	% change (from previous year)	Share of Existing Homes	% change (from previous year)	
			Number and % of General Needs units	9641.00	-0.18%	79.05%	-0.5%	
			Number and % of Intermediate Rent units	218.00	0.00%	1.79%	0.0%	
			Number and % of Affordable Rent units	235.00	27.03%	1.93%	27.0%	
			Number and % of Supported Housing units	0.00	-100.00%	0.00%	-100.0%	
			Number and % of Housing for Older People units	1723.00	0.06%	14.13%	-0.2%	
			Number and % of Low-cost Home Ownership units	349.00	6.08%	2.86%	5.5%	
			Number and % of Care Home units	30.00	0.00%	0.25%	0.0%	
			Number and % of Private Rented Sector units	0.00	0.00%	0.00%	0.0%	
			Number and % of Other units	0.00	0.00%	0.00%	0.0%	
	C14	Share, and number, of new homes (owned and managed) that were completed in the last financial year, allocated to: <ul style="list-style-type: none"><li>General needs (social rent),</li><li>Intermediate rent</li><li>Affordable rent</li><li>Supported Housing</li><li>Housing for older people</li><li>Low-cost home ownership</li><li>Care homes</li><li>Private Rented Sector</li><li>Other</li></ul>	Number and % of General Needs units	0.00	0.00%	0.00%	0.0%	
			Number and % of Intermediate Rent units	0.00	0.00%	0.00%	0.0%	
			Number and % of Affordable Rent units	7.00	-86.00%	0.06%	-99.9%	
			Number and % of Supported Housing units	0.00	-100.00%	0.00%	-100.0%	
			Number and % of Housing for Older People units	0.00	0.00%	0.00%	0.0%	
			Number and % of Low-cost Home Ownership units	7.00	-73.08%	0.06%	-99.8%	
			Number and % of Care Home units	0.00	0.00%	0.00%	0.0%	
			Number and % of Private Rented Sector units	0.00	0.00%	0.00%	0.0%	
Number and % of Other units			0.00	0.00%	0.00%	0.0%		

Theme #	Criteria #	Enhanced Reporting Option(s)	Measurement Unit	Response	% change (from previous year)	
Affordability and Security	T4	C14	Number of homes <b>disposed</b> of in the last 12 months, by tenure type	Number and % of General Needs units	23	-0.19%
				Number and % of Intermediate Rent units	0	0.00%
				Number and % of Affordable Rent units	0	0.00%
				Number and % of Supported Housing units	0	0.00%
				Number and % of Housing for Older People units	0	0.00%
				Number and % of Low-cost Home Ownership units	4	0.03%
				Number and % of Care Home units	0	0.00%
				Number and % of Private Rented Sector units	0	0.00%
				Number and % of Other units	0	0.00%

Theme #	Criteria #	Criteria	Measurement Unit	Response
Affordability and Security	T4	C15	Qualitative response	<p>LHP has an in-house Money Support Service available to all customers to support and help with managing their money. Part of this support covers budgeting and helping our customers understand their budgets and what their costs are to run a household.</p> <ul style="list-style-type: none"> <li>The cost of living crisis has significantly affected many of our customers and in particular their ability to heat their homes.</li> <li>We support customers to look at their utility costs, understand their tariffs and especially understanding standing charges. We look at what other tariffs are available from providers and help them switch if appropriate. We contact the utility providers with them to solve any concerns or issues and help negotiate payment plans if there are debts on the account. And access grants where available to help financially support them and sometimes to settle debts.</li> <li>We also check that our customers know how to use their heating systems and get the best efficiencies out of them. We work closely with the Gas engineers to ensure the customer is support from both sides.</li> <li>We advise our customers about the useful information on the Government websites and what support is available to them, like the warm home discount scheme.</li> <li>Our website provides details on the Money Support service and how they can reach out to them. <a href="https://www.lincolnshirehp.com/help-and-support/money-management/money-support-service/">https://www.lincolnshirehp.com/help-and-support/money-management/money-support-service/</a></li> <li>We also have an LHP Hardship fund available to support customers in financial hardship, £100,000 was allocated in 2023/24 and £80,000 in 2024/25. Money of up to £500 per household is provided in voucher form for companies like Asda, Carpetright, Argos and Currys. By providing them with this financial support they are still able to pay their bills like utilities. In 2023/24 a total of £82,935 was provided in vouchers to 181 customers.</li> <li>In 2023/24 we supported over 2000 customers and gained them additional income of £835,000.</li> <li>212 customers were referred for support solely for Fuel poverty reasons, 214 for food poverty, 432 for debt and arrears and 1251 for general advice and benefit help.</li> <li>For those customers that have been supported we ask them to complete a customer satisfaction survey so that we can understand if the service we are providing is what they need.</li> </ul> <p>In 2023/24 performance was as follows:</p> <ul style="list-style-type: none"> <li>Q - How satisfied or dissatisfied are you with the ease of accessing the money support service? = averaged 93.7%</li> <li>Q - Do you feel the advice given to you was relevant to your situation? = averaged 94.65%</li> <li>Q - To what extent has the money support given to you helped you and your situation? = 88.8% helped</li> <li>Q - How satisfied or dissatisfied are you that the information given to you, was clear and easy to understand? = averaged 95.65%</li> <li>Q - If you did receive support from the LHP Hardship fund what difference has it made to you and your household? 91.98% helped</li> </ul>
		C16	Qualitative response	<p>We want our customers to see their homes as a home for life, and we provide this sense of stability in the types of tenancies we offer.</p> <p>The most secure form of tenancy we offer is an assured tenancy, which is held by most customers at LHP. The only way in which such a tenancy can be ended is either by 4 weeks notice from the customer (a termination) or by Court Order on one of the grounds in the Housing Act.</p> <p>We also offer Starter Tenancies for new customers. This is a trial period for 12 months, or a maximum of 18 months if we have concern regarding tenancy sustainment and breach of tenancy conditions. We convert these tenancies to assured at the end of the 12 months, if the customer has demonstrated they can sustain their tenancy. Our neighborhood officers are on hand to support each customer through this process.</p> <p>In order to end a starter tenancy, we have a stringent internal process to ensure proportionality, which involves sign off by two Heads of, and a mechanism for appeal for the customer, which is heard by two independent Heads of, which were not party to the original decision.</p>

Theme #	Criteria #	Criteria	Measurement Unit	Response	% change (from previous year)	
Building Safety and Quality	T5	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	99.9%	0.03%
			% of homes for which all required fire risk assessments have been carried out.	% of homes	100.0%	0.0%
			% of homes for which all required electrical safety checks have been carried out.	% of homes	100.0%	0.0%
	C18	What % of homes meet the national housing quality standard?	% of homes	100.0%	0.0%	
		Of those which fail, what is the housing provider doing to address these failings?				
C19	How do you manage and mitigate the risk of damp and mould for your residents?	Qualitative response	LHP is at the start of a service review and reform, and our approach to damp and mould will be a large part of that. Damp and mould has been moved under compliance and we are reviewing KPIs as part of this transition. Damp and mould is expected to sit within a new major works channel, this will allow us to have dedicated resource with the skills to manage all D&M cases, no matter size or complexity and own all cases from start to finish.  The new major works stream will be subject to a target modelling exercise that is due to start late July (2024), this modelling will be followed by a full process, procedure and resource review to meet that model.			

Theme #	Criteria #	Enhanced Reporting Option(s)	Measurement Unit	Response	% change (from previous year)	
Building Safety and Quality	T5	C17	% of homes for which all required asbestos management surveys or re-inspections have been carried out.	% of homes	100.0%	0.0%
			% of homes for which all required legionella risk assessments have been carried out.	% of homes	100.0%	0.0%
			% of homes for which all required communal passenger lift safety checks have been carried out.	% of homes	100.0%	0.0%
	C18	What is the target date for bringing homes that do not meet the standard into compliance?	Date	100% of homes meet the standard.		
	C19	How many cases of damp and mould were reported in the period that required action?	# of cases	We do not currently calculate the number of cases requiring action separate to the total number of cases reported.		
		What % of the housing providers portfolio do these homes account for?	% of portfolio			



Theme #	Criteria #	Criteria	Measurement Unit	Response	% change (from previous year)	
Resident Voice	T6	C20	What are the results of the housing provider's most recent tenant satisfaction survey?	% of residents satisfied	82.66%	
		C20	How has the housing provider acted on these results?	Qualitative response	The overall satisfaction value for TP01 was 82.66%. Surveys are completed quarterly, aiming for 250 completed returns per period, to ensure a sample size designated by the RSH guidance was achieved	
		C21	What arrangements are in place to enable residents to hold management to account for the provision of services?	Qualitative response	At LHP, we have a Customer Scrutiny Panel which is our resident led scrutiny board. Responsible for oversight of our engagement service and carrying out regular scrutiny for our services. Our panel has unrestricted access to policy, performance and insight information relating to the scrutiny review and has the ability to request evidence from colleagues, managers or leadership during their review. Their recommendations are reviewed by our Corporate Leadership Team and approved recommendations are added to our corporate risk management system for tracked implementation.  We actively encourage customers to give their views on policy changes, with all new policies now facing customer approval before final approval at Board.  Our YourVoice hub complements our traditional involvement methods by allowing for a broader scope for feedback from a wider range of customers, allowing customers to feedback from their mobile device at a time that suits them.	
		C22	In the last 12 months, in how many complaints has the national Ombudsman determined that maladministration took place?	Number	1	
		C22	How have these complaints (or others) resulted in change of practice within the housing provider?	Qualitative response	One. Changes in Damp and Mould (D&M) practice had changed prior to determination owing to the publication of the Spotlight report on Damp and Mould. Due to the time taken for the service to investigate and respond to the case, the practice being reviewed at the time the complaint took place was already out of date. This is on-going whilst awaiting Awaabs Law.	
		C23	What are the key support services that the housing provider offers to its residents?  How successful are these services in improving outcomes?	Qualitative response	We provide a variety of support services for our customers. Rather than just providing a home, we want to ensure that our residents are supported across all areas of their lives.  Our partnership with Age UK was introduced in 2023 and provides an out of hours support and non-injury falls service. Additionally, our internal Telecare team install monitored assistive technology across tenures, which can be used for a variety of things, for example in facilitating hospital discharge.  At our extra care scheme in Boston, Mayfields, we provide services to residents of 40 flats, all of whom have assessed support and care needs. LHP also provides a restaurant service through our contractor Elixir. Activities are organised through partner organisations such as 'Singing for Fun' and LHP's site-based staff, providing an engaging and welcoming atmosphere for all customers to enjoy.  <b>Dementia Day Care Service.</b> This service, called Memory Lane, operates at our extra care housing scheme Mayfields. The service is fee paying and is open to any local residents regardless of tenure. The service runs on Tuesdays and Thursdays and is also supplemented by an arts and dementia project running every other Wednesday, which is funded through grant applications. The service also provides one to one advice and support where needed for carers.	
Resident Support	T7	C23				

Theme #	Criteria #	Criteria	Measurement Unit	Response	% change (from previous year)
Placemaking	T8	C24	Qualitative response	Our energy efficiency investment programme (funded through the Social Housing Decarbonisation Fund) commenced in 2023. This project will install external wall insulation to over 730 properties. Within the 2023/24 financial year, 157 homes were completed, creating warmer, healthier homes for our customers. As part of this project, our partners at eon energy solutions have delivered a range of engagement events for customers. A variety of gift baskets have been provided to customers, alongside activity days for children to engage with during the school holidays. The project has made a huge impact on the aesthetics of the Immingham estate, and we will continue to work alongside our partners to explore what other additional improvements can be introduced.	

Theme #	Criteria #	Enhanced Reporting Option(s)	Measurement Unit	Response	% change (from previous year)
Placemaking	T8	C24	Calculation in £	NA	0.0%

Theme #	Criteria #	Criteria	Measurement Unit	Response	% change (from previous year)	
Structure and Governance	T9	C25	Is the housing provider registered with the national regulator of social housing?	Yes / No	Yes	
		C26	What is the most recent regulatory grading/status?	Varies by nation	G1:V2 as of 13 December 2023 - <a href="https://www.gov.uk/government/publications/regulatory-judgement-lincolnshire-housing-partnership-limited/current-regulatory-judgement-lincolnshire-housing-partnership-limited-13-december-2023">https://www.gov.uk/government/publications/regulatory-judgement-lincolnshire-housing-partnership-limited/current-regulatory-judgement-lincolnshire-housing-partnership-limited-13-december-2023</a>	
		C27	Which Code of Governance does the housing provider follow, if any?	Name of code	NHF Code of Governance 2020.	
		C28	Is the housing provider Not-For-Profit?	Yes / No	Yes	
			If not, who is the largest shareholder, what is their % of economic ownership and what % of voting rights do they control?	If no, name of largest shareholder, % economic ownership, % voting rights		
		C29	Explain how the housing provider's board manages ESG risks.  Are ESG risks incorporated into the housing provider's risk register?	Qualitative response	ESG responsibilities are assigned to the People and Governance Committee with Board sighted on ESG topics as relevant. As assessment of ESG impact is incorporated into all Board and Committee papers as part of the executive summary. Operationally there is a ESG risk register in place which is aligned to the deliverables within the ESG Framework. Strategically we consider the varying strands of ESG within the Strategic Risk Register against risk "STo28 Ability to meet statutory energy efficiency targets". This is reviewed at each meeting of the People and Governance Committee, with additional oversight by Audit and Risk Committee.	
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?	Yes / No	No			

Theme #	Criteria #	Enhanced Reporting Option(s)	Measurement Unit	Response	% change (from previous year)
Structure and Governance	T9	C29	Is the housing provider required to report against TCFD?	Yes / No	No, we are not required to report against TCFD. Our current focus is to ensure our data quality is continuously improving for the SRS, a framework that has been produced for the social housing sector. However, we recognise the value of TCFD and will continue to explore how additional reporting mechanisms could support our ESG accountability and progress.
			If yes, is the housing provider doing so?	Qualitative response	NA
	C30	If yes, describe.	Qualitative response	The housing provider has not been subject to any adverse regulatory findings in the last 12 months that resulted in enforcement or other equivalent action (e.g. data protection breaches, bribery, money laundering, HSE breaches or notices).	

Theme #	Criteria #	Criteria	Measurement Unit	Response	% change (from previous year)		
Board and Trustees	T10	C31	How does the housing provider ensure it gets input from a diverse range of people, into the governance processes?	What % of the board are women?	70.00	0.0%	
			What % of the board are BAME?	20.00	0.0%		
			What % of the board are residents?	0.0%	0.0%		
			What % of the board have a disability?	0.00	0.0%		
			Average age of the board	56.00	0.0%		
			Average tenure of the board	3.05	0.0%		
		Does the housing provider consider resident voice at the board and senior management level?	Qualitative response	All Board / Committee Reports & Policies identify customer insight / consultation undertaken in the production of the report. This may come from a range of sources such as complaints, customer satisfaction surveys, customer testimonials, co-design, customer scrutiny / forum meetings etc. On a quarterly basis, the Board hear from customers during a customer insight session, which focuses on a service delivery area and the experiences of the customer, as well as having a representative from the Customer Scrutiny Panel attend to update on the work conducted. Furthermore, the Board take part in community insight visits at least once every six months by visiting a local community - meeting customers and key stakeholders.			
		Does the housing provider have policies that incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of board members and senior management?					To ensure a diverse range at Board level, we identify the skills and behaviours required to deliver the strategy and recruit to those, also taking into account needing to represent our communities. Board Diversity against our communities is published on our website. The main demographic areas that we take positive action around when recruiting are encouraging those with disabilities, and from an eastern European background to be more representative of the communities that we serve.
							Other positive action that we have implemented in the latest recruitment round is adopting the principle that all in person meetings (except for Strategy Events) will have hybrid options, ensuring the recruitment team were available to assist in application forms verbally rather than written and, stating that all venues used will be accessible. We also engaged with EDI charities to peer review our process before commencement and approached different media outlets to promote the vacancies.
C32	What % of the housing provider's Board have turned over in the last two years?	% of board	30.00	At the start of the financial year we had 10 Board Members, 2 Independent Committee Members and 2 Trainees. During this year, we had three members resign (2 x end of tenure, 1 x conflict of interest in new job role), 1 x trainee resign and 1 x independent committee member appointed as a Board Member. At the end of the year we ended with 8 Board Members, 1 Independent Committee Member and 1 x Trainee. We have omitted trainees from the turnover figure as they do not have voting capacity. For 2023/24 = 3 leavers. In 2022/23, there were no leavers.			
	What % of the housing provider's Senior Management Team have turned over in the last two years?	% of management team	40.00	For Management Team, we have based this on Executive Leadership Team. There were 2 leavers in 2023/24 (2 x resignations CEO and EDoP), neither replaced in the financial year. 2 leavers in 2022/23 (1 x retirement EDoC and 1 x resignation EDoSCD) both of which were replaced, 1 by an internal candidate.			
C33	Number of board members on the housing provider's Audit Committee with recent and relevant financial experience.	Number and description of experience	Two members of the Audit Committee have recent and relevant financial experience.				
C34	What % of the housing provider's board are non-executive directors?	% of the Board	100.00				
C35	Has a succession plan been provided to the housing provider's board in the last 12 months?	Yes / No	Yes				
C36	For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?	Number of whole years	4	Beever and Struthers have been the external auditors of LHP since the inception of LHP in 2018. The external audit was retendered under a competitive process for the 2020/2021 financial year, with Beever and Struthers reappointed. The current audit partner has been in place for 4 years			
C37	When was the last independently-run, board-effectiveness review?	Date	Jul 2021				

Theme #	Criteria #	Criteria	Measurement Unit	Response	% change (from previous year)	
Board and Trustees	T10	C38	How does the housing provider handle conflicts of interest at the board?	Qualitative response	LHP has applied the NHF Code of Conduct to Board Members and employees which sets out expectations to ensure that there no undeclared conflict arises between their duties and personal interests. Declarations are captured at recruitment for all Board Members and colleagues and refreshed annually. Board Members also review six-monthly as well as have the opportunity to declare any conflicts of interest at the beginning of each Board or Committee meeting. A Declarations of Interest Register is held by the Company Secretary and is published on the LHP website: <a href="https://www.lincolnshirehp.com/board-member-declaration-of-interests/">https://www.lincolnshirehp.com/board-member-declaration-of-interests/</a>	
		C39	Does the housing provider pay the Real Living Wage?	Yes / No	No	
Staff Wellbeing		C40	What is the housing provider's median gender pay gap?	% gap	9.9%	-17.4%
		C41	What is the housing provider's CEO:median-worker pay ratio?	Ratio	6.47 : 1 This figure is based on the CEO's salary in January 2024.	-14.7%
		C42	How is the housing provider ensuring equality, diversity and inclusion (EDI) is promoted across its staff?	Qualitative response	Our EDI Action Plan drives forward everything we do, focusing on three core areas: equal opportunity, accessibility for all, and inclusive workplace, underpinned by continuous improvement.  We follow a calendar of EDI activities, promoting various awareness days/weeks/months, alongside regular webinars and training opportunities that link in with our desire to better understand and represent our customer base. In 2023, we have achieved the Investors in Diversity accreditation as an organisation, signifying the work we're doing, and continuing to do, to promote, embed and further EDI at LHP.  We have also begun a working relationship with Inclusive Employers, to explore forming an EDI Working Group in the 2024/25 financial year to further spearhead EDI at LHP, and to support us with additional training and resources on our journey.	
	T11	C43	How does the housing provider support the physical and mental health of its staff?	Qualitative response	Our Wellbeing Group, composed of a range of colleagues from across the organisation, is on hand to promote and monitor Wellbeing at LHP. The group regularly promote wellbeing resources, activities, and awareness days.  Our Wellbeing Group has recently been reformed, with new Terms of Reference crafted and a focus on being more action orientated, going into the 2024/25 financial year.  We pride ourselves on our Mental Health First Aiders, available across the organisation, with in-house training from our MHFA qualified trainer.  All employees have access to Westfield Health as part of their reward package with us, providing them with health insurance packed with additional features, such as 24/7 access to a doctor and access to counselling.	
		C44	How does the housing provider support the professional development of its staff?	Qualitative response	We offer all colleagues access to our corporate training prospectus. This is a suite of courses which improve their knowledge skills and behaviours.  The corporate training prospectus gets released every 6 months and we regularly speak with managers and colleague to update this with the hottest topics  Colleagues can book any course through our learning management system, AcadeME. As the system is aptly named, we encourage accountability of learning. All colleagues are asked to speak with their manager and have conversations around learning, if these requests are not available on the corporate training prospectus, then colleagues can arise these requests through our service hub. The requests on service hub are collated and are used to form the basis of our next training prospectus.  One of our performance indicators is the training days per employee - In the last 12 months in total, we offered 3.1 days of additional training per employee . This is a total of around 9750 learning hours.  This year we have increased our digital content with a whole suit of courses that colleagues can complete at their fingertips with the aim of increasing this to over 4 days per employee.	

Theme #	Criteria #	Criteria	Measurement Unit	Response	% change (from previous year)
Supply Chain	T12	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?	Qualitative response	LHP have included a 20% weighting for ESG elements in the evaluation of all tenders. This involves asking questions on how bidders can support LHP's ESG framework, any techniques used to reduce their environmental impact, approaches to net zero, waste disposal, adding social benefit to LHP's operations, monitoring and avoiding modern slavery.  Once a supplier makes a commitment to deliver some social value within the contract, the commitments are logged on to an ESG tracker. This will be used to influence contract management activities to ensure delivery is achieved.	
		C46 How is Environmental impact considered when procuring goods and services?  What measures are in place to monitor the sustainability of your supply chain when procuring goods and services?	Qualitative response	Attempts to drive sustainability in the supply chain are through the use of evaluation weightings in tender documents and evaluations. If a supplier scores poorly within this procurement process but is still successful in gaining a contract alongside LHP, our sustainability manager will meet with them to discuss how we can work together to improve their understanding of ESG. In June 2024, we have also launched our supply chain sustainability booklet. This resource aims to support suppliers when answering ESG weighted questions throughout the tender process. We want to ensure that local, smaller suppliers are not at a disadvantage and have highlighted a variety of free resources that SMEs can access to increase their expertise around ESG. This is then monitored using the ESG tracker and contract management activities.	

Theme #	Criteria #	Enhanced Reporting Option(s)	Measurement Unit	Response	% change (from previous year)
Supply Chain	T12	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?	Qualitative response	20%	
		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?	Qualitative response	20%  LHP uses Creditsafe as a financial checking service to monitor the financial performance of suppliers. This is used to manage supply chain risks, the contract management guide published in April 2022 includes 5 tests to assessing stability of a supplier's financial position.	

**Thank you for reading  
our Sustainability Report**



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