Environmental, Social and Governance Report 2025

Publication September 2025, disclosures using version 2.0 of *'The Sustainability Reporting Standard for Social Housing*

Introduction

In the SLH Business Strategy 2020-26, the Board made a commitment to demonstrate performance via Environmental, Sustainability and Governance (ESG) reporting.

In 2023 SLH adopted and reported against '*The Sustainability Reporting Standard for Social Housing*' (SRS) and this is our 3rd report against the updated version 2 (spring 2025) of the SRS.

We feel that it is integral to tell our story, and that of the social housing sector, through a consistent and comparable reporting framework

Growing, Greening & Transforming (GGT)

Our business strategy objectives around *Growing*, Greening and *Transforming* is so closely aligned with the Standard that they go hand in glove, and where *GGT* meets *ESG*.

The underlying reporting data is a combination of data reported to the SLH Board, data reported to the Regulator of Social Housing and data which formed part of an independent assessment of our environmental performance by SHIFT Environment (Sustainable Homes Index for Tomorrow - SHIFT).

About South Lakes Housing

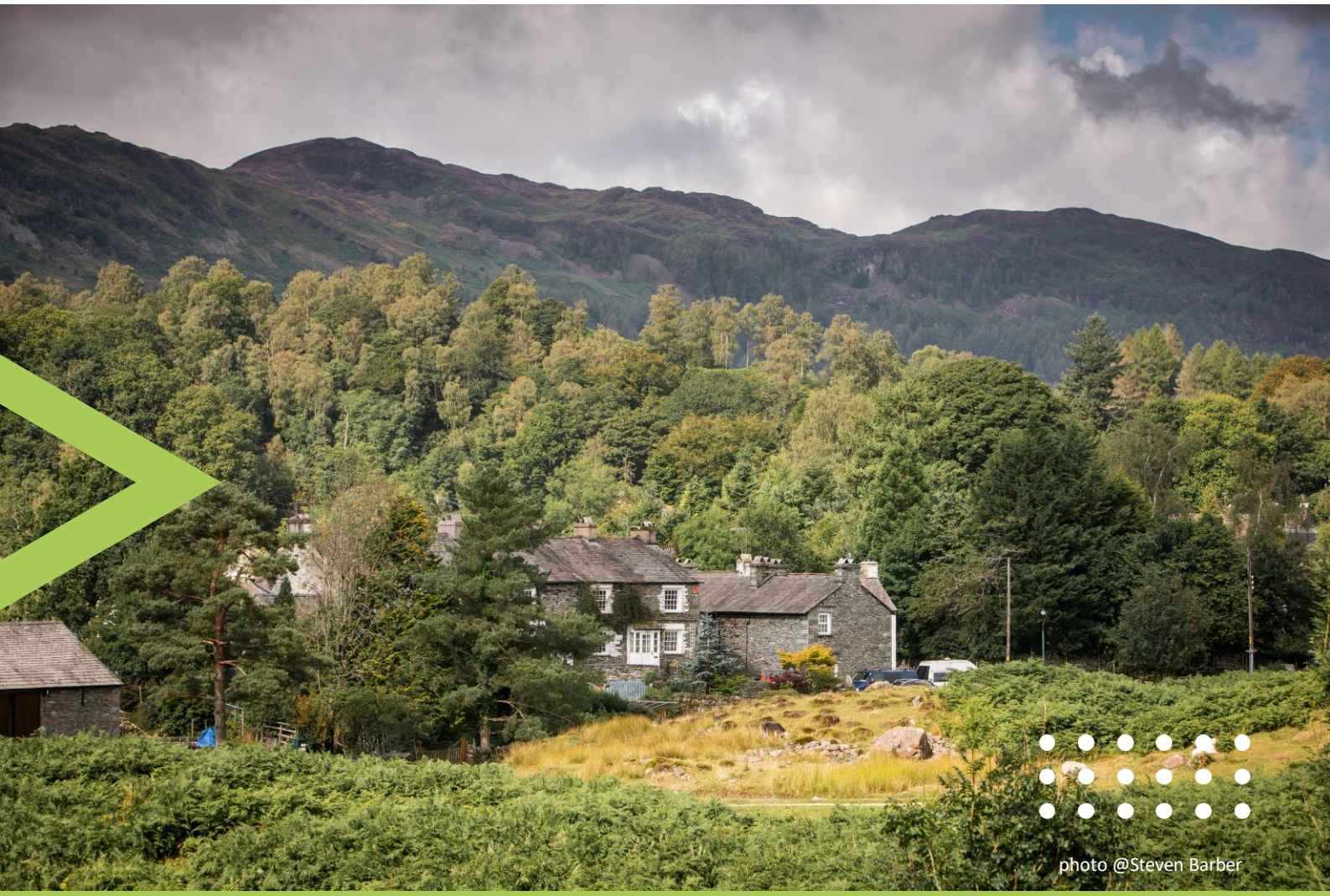
SLH exists to improve the provision and quality of affordable homes in the South Cumbria and North Lancashire area and the service which customers receive.

We are pleased that the regulator continues to recognise the effective governance of South Lakes Housing retaining our G1 rating. Our G1 governance rating and the viability rating of V2 reflects that we are successfully managing increased risk to deliver our ambitious plans.

SLH provides good quality homes in one of the most beautiful and highly sought after areas in the country.

The organisation's SLICE values are;

- **Sustainability** - Reducing our impact on the environment and conduct our business in a socially responsible and ethical manner.
- **Learning** - Learn from our mistakes and successes. Seek and provide honest feedback. Open to personal change and continuous improvement.
- **Inclusivity** - Committed to creating an inclusive culture where we treat our customers, colleagues and stakeholders with respect, honesty, empathy and fairness.
- **Challenge** - Challenge what we do, seek out and test new approaches and ideas, collaborate with others and share our learning. Listen to our customers' needs and challenges.
- **Excellence** - What we do, we strive to do well, to deliver a great customer experience/outcome.



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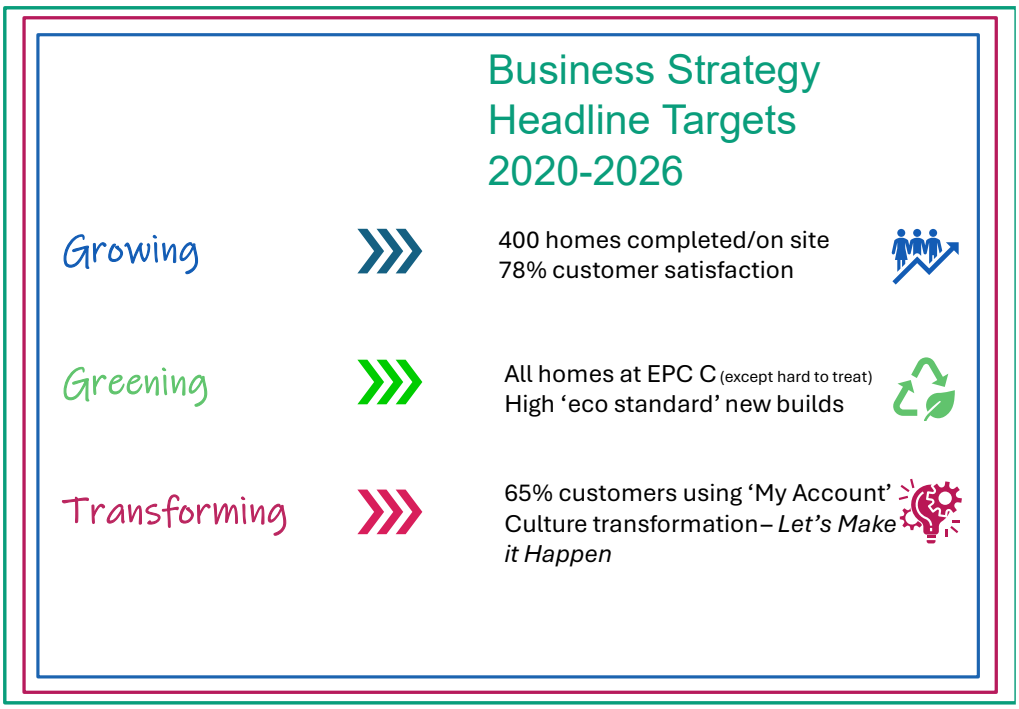
SLH Business Strategy

Our purpose **Quality Homes, a platform for life** has been central to our planning for the future.
We are ambitious about the lasting impact we will have on improving customer experience, their homes, neighbourhoods, energy efficiency, affordability and a new supply of quality homes. Like many social, community-based housing associations we are grappling with the challenges of meeting growing housing need, de-carbonising an ageing housing stock and mitigating against the real risk of future flooding. This, in addition to the core expectations of keeping our homes safe and maintained to a good quality.

In setting the budgets for 2025-26 and revising the 40-Year Long-Term Financial Plan the Board confirmed its commitment to the current business strategy themes of ***Growing, Greening*** and ***Transforming***.

The Board agreed to extend the Business Strategy period to 2026 in recognition of;

- The need to secure grant for new developments (particularly our land-led schemes), accessing grant for energy efficiency improvements to the existing stock, and gaining long-term certainty around future rent setting.
- A number of transformation projects are underway focusing on improving customer experience, procurement of new contracts and use of data.
- The implications of the national long-term housing strategy, planning reforms and associated housing targets, local devolution plans and the June 2025 Spending Review.
- Recruitment of a new Chief Executive in spring/summer 2025.



The need for quality affordable homes has never been greater, with many working families unable to afford market homes.

Our Behaviours

By living these behaviours every day, our colleagues, managers and senior managers are living our shared SLICE values and helping to deliver our vision of **'Quality Homes, a platform for life'.**

- **Genuinely care -** Cares about delivering high quality services for our customers, colleagues and stakeholders.
- **Take responsibility** - Takes ownership for delivering high-quality outcomes.
- **Have respect** - Respects diversity; listens to and has empathy for colleagues and customers.
- **Be adaptable** - Responds flexibly to get things done.
- **Work together** - Works collaboratively across teams and services to deliver.
- **Be curious** - Curious about new approaches and ways of working.
- **Make it happen** - Prioritises work, uses initiative and is solutions focused.
- **Always improving** - Continually learning and always looking for ways to improve.

Let's Make it Happen

Underpinning everything we do at South Lakes Housing is a culture change programme **'Let's Make it Happen'.** The programme has provided all colleagues a set of tools to manage anything that comes their way at work and to communicate with customers and each other in a positive, solution-focused way. They will help to build confidence that we are all making a difference to customers every day.

The Learning Journey is based on a programme from MGI Learning known as the *Mindset, Language & Actions* Toolkit.

Sustainability Strategy

One of the Business Strategy challenges that we are aiming to achieve is for all our homes to be Energy Performance Certificate (EPC) rating Band C or above by March 2027 (except rare hard to treat properties), which is in advance of the government target of 2030 (for 'fuel poor' homes).

To deliver our vision we are prioritising five key action areas that support our objectives and create the most impact in terms of maximising sustainability outcomes.

We will set interim targets and measure progress annually through the course of the strategy and at key strategic dates in 2026, 2030 and 2040 on our journey to Net Zero Carbon.

1. Engagement and Culture Change
2. Carbon Reduction & Energy Efficiency
3. Neighbourhoods and Biodiversity
4. Sustainable Resources
5. Sustainable Offices & Operations

Progress update

- Energy Performance investments – 86% of homes now achieve EPC C (up from 33% in 2020 as part of our 'warmer, greener' homes initiative which is supported by government grants. 817 properties completed to date. A further £3.7m of grant funding has been secured for 671 homes over the next 3 years
- Carbon sequestration being considered in active asset management decisions
- Environmental performance assessed externally by SHIFT, enabling reporting of carbon emissions data
- Flood Code of Practice adopted, and surveyors trained. £60k per annum financial provision for flood resilience and resistance measures
- Improvement work specifications include dual-flush WCs and water saving showerheads
- LED lighting installed in Bridge Mills office
- IoT devices in 28 homes, using telemetry data to assess humidity, temperature and carbon monoxide levels
- Heat metering technology installed at two sheltered schemes
- Solar PV & EV charging points in new development schemes – inc. multiple award-winning Lune Walk scheme

Green Customer Quotes

A resident from Cark said that they are only using £10 weekly at moment instead of £25-£30 pounds on their heating bills. Thankyou.

"I didn't have to have my central heating up as high to achieve a suitable temperature." Anonymous – Customer Survey

A resident from Kendal said that after submitting her meter readings from May – Aug, she has saved £100 from the solar panels.

Our Credentials

PlaceShapers

We are a PlaceShaper, part of a national network of more than 100 place-based housing organisations. We are a collective of collaborators, change-makers and policy-shapers. We are a voice for our members and a voice for our communities because many voices can make a bigger difference than one. Together, we go beyond housing.

Mindful Employer

We use this to help improve workplace mental health and wellbeing through information, advice, training and accreditation.

SHIFT Environmental Standard

We have been assessed as achieving the 'silver' award criteria.

Homes for Cathy

We are also members of the 'Homes for Cathy' Group which is a national alliance of housing associations across the UK helping to raise awareness of the needs of homeless people.

Better Health at Work

We use this framework to improve health issues within the workplace, being awarded the 'bronze' category.

Cyber Essentials Plus

We use this government backed certification which involves a rigorous independent technical testing to enhance cyber security.

2024-25 in Numbers

3,366 homes

- 2,611 Social rented general needs homes
- 392 Social rented homes for older people
- 212 Affordable rented homes
- 15 Intermediate rented homes
- 136 Shared ownership homes (low-cost home ownership)

We also provide services to 276 Leaseholders as part of our freehold duties.

£4.3M

Spent on improving energy efficiency in homes, as part of our 'warmer, greener' homes initiative which is supported by government grants. 817 properties completed to date.

G1/V2

RSH regulatory gradings - G1 Governance and V2 Financial Viability - both compliant grades.

£12.1M

Invested in improving customers' homes through major repairs, including energy efficiency improvements.

79.9%

Overall customer satisfaction with SLH as their landlord, with satisfaction of repairs at **76.5%** and satisfaction that homes are safe at **86.0%**.

£1.0M

Spent on damp & mould and a further £903k on building safety.

134

Full Time Equivalent staff.

26

New homes delivered, including in Kendal, Natland, Kirkby-in-Furness and Austwick. SLH invested £5.2M during the year.

8

Board Members.

There is also a Resident Forum, with a direct link to the Board to ensure customer voice is heard.

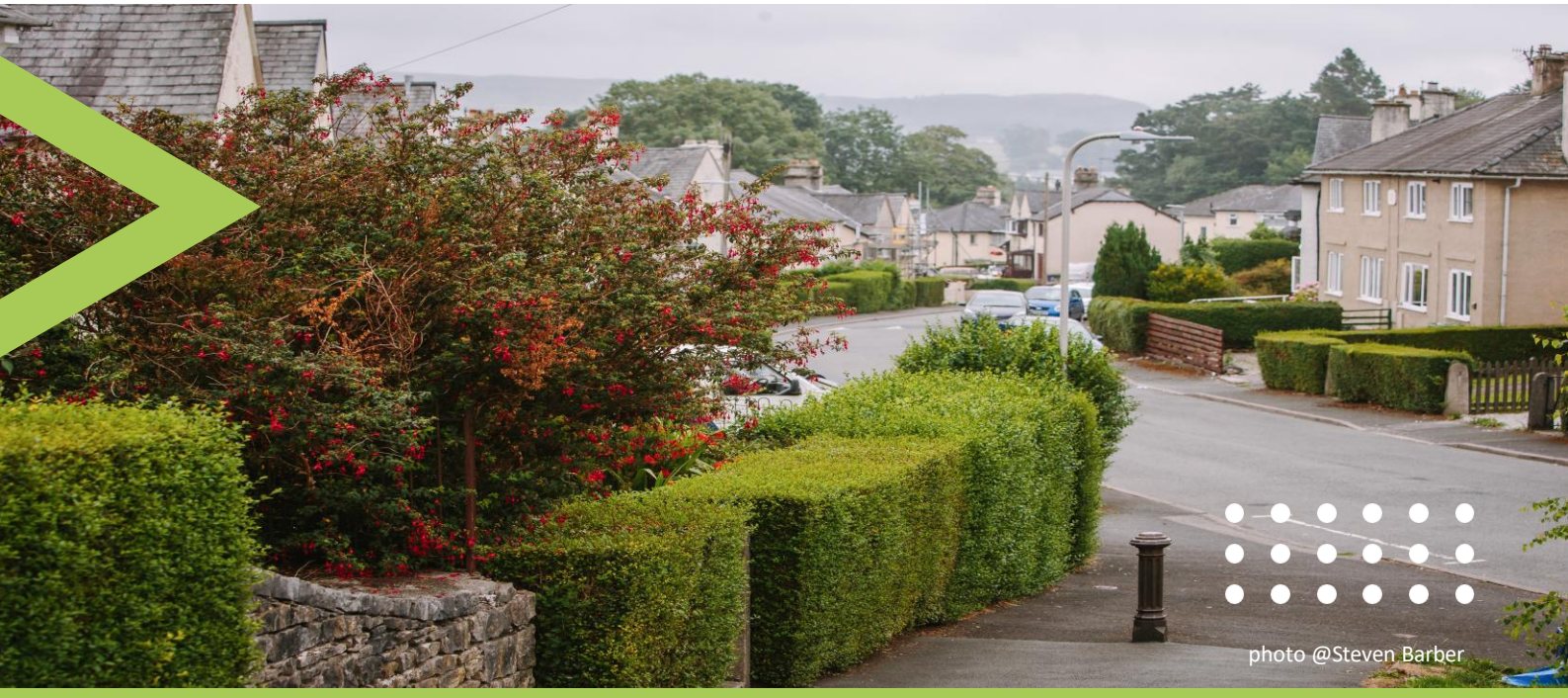


photo @Steven Barber

UN Sustainable Development Goals (SDG)

Making a positive contribution to the communities in which we operate is embedded in our Purpose: **'Quality Homes, a Platform for Life'**, our Values and Behaviours. It is also well embedded within our Business Strategy: Growing, Greening & Transforming 2020-2026 and '*Let's Make it Happen*' culture change programme.

This is further evidenced through our sustainability, social value and resident engagement work including welfare assistance, financial inclusion support and community activities. This work, coupled with building and maintaining good quality homes across tenures, built to modern specifications that support sustainability and the journey to net zero, aligns to several UN Sustainable Development Goals (SDGs)

The Sustainability Reporting Standard for Social Housing (SRS)

The remaining of this report outlines progress being made to comply with the SRS. The SRS is divided into 12 ESG themes, which have been aligned with the UN Sustainable Development Goals (SDG's).

There are 46 criteria in total, with an '*enhanced reporting option*' which providers are encouraged to complete.

ESG Area	Theme #	Theme Name	Description	UN SDG Goal	
Environmental	T1	Climate Change	Prevents & mitigates the risk of climate change	13	Climate Action
	T2	Ecology	Promotes ecological sustainability	15	Life on Land
	T3	Resource Management	Sustainable management of natural resources	12	Responsible Consumption & Reduction
Social	T4	Affordability and Security	Provides affordable and secure housing	11	Sustainable Cities and Communities
				10	Reduce Inequality
	T5	Building Safety and Quality	Resident safety and building quality are well managed	11	Sustainable Cities and Communities
	T6	Resident Voice	Listens to residents' voice	11	
	T7	Resident Support	Supports residents, and the local community	11	
	T8	Placemaking	Supports residents and the wider local community through placeshaping	11	
Governance	T9	Structure and Governance	Legal structure of the organisation and its approach to Governance	16	Peace, Justice and Strong Institutions
	T10	Board and Trustees	High quality board of trustees		
	T11	Staff Wellbeing	Supports employees	8	Decent Work and Economic Growth
	T12	Supply Chain Management	Procures responsibly	12	Responsible Consumption and Production

Statement of SLH compliance against The Social Housing Reporting Standard

SLH has self-assessed against version 2.0 (spring 2025) of the SRS. The organisation is fully compliant with 41 (89%, compared to 85% last year) of the criteria. Adopters of the SRS are required to report using a 'comply or explain' approach, describing the steps being taken, and expected date, that they will be able to do so.

There are 5 gaps to 'explain' in this year's assessment. Whilst we will aim to incorporate some of these areas within our existing investment & development programmes and major repair component products e.g. water saving devices, we have decided not to commit to an unrealistic timescale for implementing the full criteria such as developing detailed strategies and performance monitoring systems. We recognise that an organisation of our size and capacity will require strategic choices to be made, and we are therefore focusing resources on business priorities such as the EPC investment programme between now and 2026. Once that is completed, we will develop the next phase of our Sustainability Strategy to incorporate these features.

ESG Area	Criteria	Action Plan	Lead Director	Timescale
Environmental - 11 criteria	*SLH certifies compliance with all criteria except for the following areas, which are rated as 'partially compliant':*			
	C3	A fully costed plan for net-zero is dependent upon significant public subsidy. SLH will prepare bids for funding like it has with Wave 2 & 3.	Director of Homes	Dependent on Government
	C8	Strategy for managing and reducing use of pollutants will be considered as part of the review of the Sustainability Strategy	Director of Homes	N/A
	C9	Measuring performance on materials sourced from responsible sources	Director of Homes	N/A
	C10	Strategy for waste management and measuring % of materials that are recycled/diverted to landfill	Director of Homes	N/A
	C11	Strategy for water management and measuring performance	Director of Homes	N/A
Social - 13 criteria	*SLH certifies compliance with all criteria*			
Governance - 22 criteria	*SLH certifies compliance with all criteria*			

Environmental

Theme 1: Climate Change

Criteria 1.
Distribution of EPC ratings of existing homes (those completed before the last financial year).

SLH Evidence

EPC Rating	2024-25	2023-24	2022-23
A	0.93%	0.68%	0.47%
B	20.65%	13.18%	6.02%
C	64.68%	56.57%	49.12%
D	11.39%	25.46%	39.13%
E	0.80%	1.01%	1.40%
F	0.34%	0.34%	0.37%
G	0.06%	0.06%	0.12%
No data	1.15%	1.75%	2.36%
Not applicable	0%	0.95%	0.09%

N.B. Rented homes only – 86% EPC C or above.

A programme is in place to complete surveys that have expired.

4 homes that were rated C are part of the Passivhaus scheme. We recognise that the EPC assessment tool is not compatible with Passivhaus, which is a higher standard. We anticipate that this will improve once the revised EPC / SAP assessment criteria comes into play. Further information about this has been published by the Passivhaus Trust Guidance **(passivhaustrust.org.uk)**

Enhanced Reporting Option
Average SAP rating of existing homes (those completed before the last financial year)

SLH Evidence

The average SAP rating is 74.27, compared to 71.86 in 2023-24 and 68.47 in 2022-23.

Theme 1: Climate Change

Enhanced Reporting Option
Energy use intensity [Kwh/m²/yr] of existing homes (Kwh/m).

SLH Evidence
SLH does not have data collection systems for this measure and currently has no plans to do so.

Criteria 2.
Distribution of EPC ratings of new homes (those completed in the last financial year).

SLH Evidence

EPC Rating	2024-25	2023-24	2022-23
A	0%	7%	23.91%
B	92.31%	93%	67.39%
C	7.69%	0%	8.70%

Enhanced Reporting Option
Average SAP rating of new homes (those completed in the last financial year).

SLH Evidence

The average SAP rating is 82.8 compared to 85.02 in 2023-24.

Enhanced Reporting Option
Energy use intensity [Kwh/m²/yr] of new homes (Kwh/m).

SLH Evidence

SLH does not have data collection systems for this measure and currently has no plans to do so.

Theme 1: Climate Change

Criteria 3.

Does the housing provider have a Net Zero target and strategy?

If so, what is it and when does the housing provider intend to be Net Zero by?

SLH Evidence

Yes – commitment and ambition is there, with a fully costed plan to deliver energy efficiency works. Later phases are not fully costed and therefore reliant on public grants / subsidy.

Social housing accounts for a significant amount of the UK's housing emissions and SLH owns over 3,300 homes, including 11 sheltered housing schemes with communal facilities, community centres and a fleet of vans and utilises a main office and two depots. We recognise that to be truly sustainable we need to think about the social, economic and environmental impact we create. One of the Business Strategy challenges that we are aiming to achieve is for all our homes to be Energy Performance Certificate (EPC) rating Band C or above by March 2027, which is in advance of the government target of 2030 (for 'fuel poor' homes).

To deliver our vision we are prioritising five key action areas that support our objectives and create the most impact in terms of maximising sustainability outcomes. We will set interim targets and measure progress annually through the course of the strategy and at key strategic dates in 2025, 2030 and 2040 on our journey to Net Carbon Zero. The key focus areas within this strategy include improving the energy efficiency of our homes and reducing our carbon footprint through: Engagement and Culture Change, Carbon Reduction & Energy Efficiency, Neighbourhood and Biodiversity, Sustainable Resources & Sustainable Offices & Operations.

Enhanced Reporting Option

Is the housing provider's net zero commitment in line with the Science Based Target (SBT) initiative? [Yes/No]

Does the housing provider have a costed transition plan? [Yes/No]

SLH Evidence

No. This is being evaluated as part of the plan to understand the steps the Association should take and the actions that partners, energy providers and the Government need to take towards longer term Net Zero targets.

No – the initial phase of our Sustainability Strategy and strategic objective around 'Greening' focus on our homes and assets (scope 1 emissions) where we can make maximum impact. The 'near term' target of EPC C by 2026 (except for a few hard-to-treat homes) is a demonstration of our commitment, ahead of the national target.

Theme 1: Climate Change

Criteria 4.

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?

SLH Evidence

Retrofit activities can be included if they align with the UK Governments overall Net Zero Strategy (see C3).

Where planned/cyclical works result in an improvement in energy efficiency (or equivalent), these can be included. See examples of delivery during 2024-25 on page 8.

Enhanced Reporting Option

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

SLH Evidence

429 Homes have been through a PAS2035 retrofit process and have had an increase in their SAP score. This compares to 367 homes in 2023-24.

Homes that have been retrofitted in the last financial year as a percentage of the total homes the housing providers is aiming to retrofit [%]

The % of homes retrofitted as a % of the total homes (3230) was 13% in 2024-25, compared to 11.4% in 2023-24.

Criteria 5.

Scope 1, Scope 2 and Scope 3 Green House Gas emissions

SLH Evidence

Data has been validated and produced by an independent source (SHIFT) and data shows:

Greenhouse Gas Emissions (tonnes of carbon dioxide equivalent)	2024-25	2023-24
Scope 1 – direct emissions produced by SLH for its operations inc the housing stock	468.99	462.81
Scope 2 - indirect emissions resulting from purchased energy	49.14	57.90
Scope 3 – indirect emissions linked to the SLH supply chain	9,608.00	12,173.29
Scope 1, 2 & 3: Total tonnes CO2 equivalent	10,126.13	12,658.00

Criteria 5.

Scope 1, Scope 2 and Scope 3 Green House Gas emissions **per home**

SLH Evidence

Data has been validated and produced by an independent source (SHIFT) and data shows:

Greenhouse Gas Emissions Per Home (tonnes of carbon dioxide equivalent)	2024-25	2023-24
Scope 1 – direct emissions produced by SLH for its operations inc the housing stock	0.15	0.14
Scope 2 - indirect emissions resulting from purchased energy	0.02	0.02
Scope 3 – indirect emissions linked to the SLH supply chain	2.98	3.78
Scope 1, 2 & 3: Total tonnes CO2 equivalent	3.14	3.93

Enhanced Reporting Option

Does the housing provider qualify for SECR reporting? [Yes/No]

SECR Intensity Ratio for Total Emissions (Scope 1-3)
[kg C02e/m²]

SLH Evidence

The UK's Streamlined Energy and Carbon Reporting (SECR) policy requires 'large' organisations to share energy use and carbon emissions information in their annual reports. SLH is not a large organisation under the SECR definition (i.e. a turnover of £36 million or more, a balance sheet of £18 million or more, or 250 employees or more), and is not able to report on this data other than that covered in the above criteria. A link to this report is included within the 2024-25 accounts.

Theme 2: Ecology

Criteria 6

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?

SLH Evidence

Flooding

60 homes flooded in December 2015, all received flood resilience works since the flooding (c£460k).

The Environment Agency's £76M Kendal Flood Management Scheme is due to complete by the end of 2025-26, reducing flood risk by around a third.

Flood risk data is mapped on key systems and Power BI, and an investment programme of £60k per annum to target flood resilience and resistance measures using the flood risk data.

Surveyors trained in the Flood Code of Practice.

Overheating

SLH has over 10,000 trees within its neighbourhoods which naturally creates shade.

Through our environmental improvement works we will continue with planting trees and other natural mitigation around our homes to support the reduction in overheating.

As part of our suite of advice leaflets, we will look at the benefits of developing an advice leaflet for the reduction in overheating in our homes.

New developments also includes tree planting and other ecology considerations.

Theme 2: Ecology

Criteria 7.

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?

SLH Evidence

In the last year we have developed our guiding principles for outdoor spaces. That has created a guidance document for all developments and management of our outdoor spaces. This includes benefitting nature, wildlife and increasing our biodiversity for the benefit of our residents and other members of the community.

We do not have specific Ecology strategy, but in the Sustainability strategy we aim to increase Bio-Diversity by 10% year on year. We hope to commission a basic habitat survey to get a good understanding of the green spaces. Their health and potential for carbon sequestration. This will then also give us a plan for developing and increasing our green spaces.

Enhanced Reporting Option

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

What is the housing provider's Biodiversity Net Gain target for new and existing homes?

Does this exceed minimum requirements?

SLH Evidence

All new homes will be complying with achieving a minimum of 10% increase in BNG.

10%.

No.

Criteria 8.

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?

SLH Evidence

No, but planning to develop a strategy. To have a clear plan for the management of potential pollutants, removal of potential pollutants from our stock and the management of any accidental incidents that cause pollution.

Theme 3: Resource Management

Criteria 9.

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?

SLH Evidence

Yes.

From our Sustainability Strategy, we plan to use responsibly sourced materials at all possible times. We manage this through the companies and procurement frameworks that we use for purchasing these goods.

In our SHIFT assessment we report on how effective we have been at using responsibly resourced materials in our repairs and works.

Enhanced Reporting Option

% of materials from responsible sources

SLH Evidence

No data. See action plan on page 11.

Theme 3: Resource Management

Criteria 10.
Does the housing provider have a strategy for waste management incorporating building materials?

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

SLH Evidence
Yes.

From our Sustainability Strategy we plan to be responsible with our waste and divert as much from landfill as possible. This is measured in our SHIFT assessment.

Enhanced Reporting Option
% of materials that are recycled and/or diverted from landfill.

SLH Evidence
No data. See action plan on page 11

Criteria 11.
Does the housing provider have a strategy for water management?

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

SLH Evidence
Yes.

From our Sustainability Strategy, we have ambition to reduce our water wastage.

In our SHIFT assessment we are measured on what water saving fitting we have in place in our properties.

Social

Theme 4: Affordability and Security

Criteria 12.

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

1) Rent compared to Median private rental sector (PRS) rent across the Local Authority
2) Rent compared to Local Housing Allowance (LHA)

Enhanced Reporting Option

Report against both Affordability Metrics

SLH Evidence

Ensuring that rents are affordable is one of our key objectives to support our Growing Business Strategy theme. The Board receives assurance on this annually prior to setting rents. On average, rents are set much lower than the private sector and the local housing allowance (used to determine the maximum amount of housing benefit private tenants can receive in an area).

Comparison	2024-25	2023-24	2022-23
Private Rented Sector	68.80%	69.83%	68.45%
Local Housing Allowance	77.26%	74.66%	68.76%

Criteria 13.

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

- General needs (social rent)
- Intermediate rent
- Affordable rent
- Supported Housing
- Housing for older people
- Low-cost home ownership
- Care homes
- Private Rented Sector
- Other

SLH Evidence

Stock type	Number	Share 2024-25	Share 2023-24	Share 2022-23
General needs social rent	2611	77.57%	77.48%	79.61%
Intermediate rent	15	0.44%	0.44%	0.45%
Affordable rent	212	6.30%	5.91%	4.88%
Supported Housing	0	0.00%	0.00%	0.00%
Housing for older people	392	11.65%	12.42%	12.73%
Low cost home ownership	136	4.04%	3.75%	2.33%
Care homes	0	0.00%	0.00%	0.00%
Private rented sector	0	0.00%	0.00%	0.00%
Other	0	0.00%	0.00%	0.00%
Total	**3366**	100.0%	**100.0%**	**100.00%**

Theme 4: Affordability and Security

Criteria 14.

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

- General needs (social rent)
- Intermediate rent
- Affordable rent
- Supported Housing
- Housing for older people
- Low-cost home ownership
- Care homes
- Private Rented Sector
- Other

SLH Evidence

Stock type	Number	Share 2024-25	Share 2023-24	Share 2022-23
General needs social rent	0	0.00%	6.32%	16.46%
Intermediate rent	0	0.00%	0.00.%	0.00%
Affordable rent	12	46.15%	40.00%	41.77%
Supported Housing	0	0.00%	0.00%	0.00%
Housing for older people	1	3.85%	0.00%	0.00%
Low cost home ownership	13	50%	53.68%	41.77%
Care homes	0	0.00%	0.00%	0.00%
Private rented sector	0	0.00%	0.00%	0.00%
Other	0	0.00%	0.00%	0.00%
Total	**26**	100.0%	**100.0%**	**100.00%**

Enhanced Reporting Option

Number homes disposed of in the last 12 months, by tenure type

SLH Evidence

There were 31 in 2024-25 (demolition of Yewbarrow Lodge in Grange-over-Sands for a new development scheme), compared to no disposals in 2023-24. There were 8 sales to tenants under the Right to Buy, compared to 12 Right to Buy sales in 2023-24.

Number of homes acquired in the last 12 months, by tenure type

26 homes were acquired in 2023-24, with a 50/50% between rented and shared ownership. This compares to 95 acquisitions in 2023-24.

Theme 4: Affordability and Security

Criteria 15.

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

SLH Evidence

Addressing fuel poverty is a commitment within the SLH Sustainability Strategy 2022-27 and as part of the Long-Term Financial Plan. The main action to tackle fuel poverty is via the 'Warmer, Greener Homes' programme incorporating investments to improve energy efficiency performance, including accessing Government decarbonisation grants (SHDF and Warmer Homes).

As part of the Warmer, Greener Homes programme we are delivering energy advice assistance to residents. This will include a home energy advice visit from Cold to Cosy Homes to support residents in understanding how they can reduce their energy consumption and keep homes warmer.

SLH does not currently monitor levels of fuel poverty amongst its customers, although an assessment of affordability, including fuel costs, is undertaken when assessing customers suitability to rent our homes. This data quickly becomes obsolete as customers incomes and fuel prices change over time. The fuel poverty charity, National Energy Action (NEA), accept that fuel poverty is difficult for landlords to measure, with emphasis being placed on maximising SAP ratings and facilitating clients to maximise income which is exactly the focus at SLH.

Criteria 16.

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

SLH Evidence

Security of tenure is a key differentiator between social housing and the private sector and evidence suggests this security makes a huge difference to people's lives and ability to find work, access informal and formal local support networks and services and build family lives. Good practice in the housing sector is now to offer long term tenancies to general needs residents where possible.

The vast majority of tenancy agreements are on long term agreements e.g. assured tenancies etc with 93.6% (88% last year. There are 204 (6.34%) new tenants on starter tenancies (332, 10.2% last year). The majority will convert on their anniversary. There are just two tenancies (0.1%) that are on a fixed term tenancy agreement, both on 5-year agreements (same as last year).

77.8% (74% last year) of current tenants have been in their homes for over 3 years.

Theme 5: Building Safety and Quality

Criteria 17.

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

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

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

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

SLH Evidence

Building Safety Metric	2024-25	2023-24	2022-23
Gas safety checks – 2899 homes	100%	100%	99.86%
Fire risk assessments carried out – 729 homes	100%	100%	100%
Electrical safety checks - 3230	99.9%	100%	100%

NB. Electrical safety checks – 99.9% within 5 years (99.78% in 2023-24). 100% within 10 years. 2 properties are non-compliant with the SLH 5 Year Policy and both undergoing legal action against the tenant.

Enhanced Reporting Option

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

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

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

SLH Evidence

Building Safety Metric	2024-25	2023-24	2022-23
Asbestos management checks – 659 homes	100%	100%	100%
Legionella checks – 340 homes	100%	100%	100%
Lift safety checks – 73 homes	100%	100%	100%

Theme 5: Building Safety and Quality

Criteria 18.
What % of homes meet the national housing quality standard?

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

SLH Evidence
100% of homes meet the Decent Homes Standard, apart from a small minority of properties (17 homes, 28 in 2023-24) where the current tenants have refused works. This is regularly reassessed with tenants and works completed if the property becomes empty.

Enhanced Reporting Option
What is the target date for bringing homes that do not meet the standard into compliance?

SLH Evidence
The annual major repairs investment programme ensures that all homes continue to meet the standard. Where works are refused by tenants, attempts are made to every year to speak with tenants to see if they would like them, or we refurbish when the properties become vacant. 17 tenants refused works in the past year.

Criteria 19.
How do you manage and mitigate the risk of damp and mould for your residents?

SLH Evidence
SLH has a Damp & Mould Policy to manage the risk in homes https://www.southlakeshousing.co.uk/wp-content/uploads/2023/10/Damp-and-Mould-Policy.pdf. This will be reviewed again following any changes required to comply with Awaab's Law. Information for residents is available on the SLH website https://www.southlakeshousing.co.uk/damp-and-mould/
Customers are contacted at the 3/6/9/12 month stage to ensure advice/works completed are working effectively.

Enhanced Reporting Option
How many cases of damp and mould were reported in the period that required action?

SLH Evidence
254 (279 in 2023-24) damp and mould cases were reported and required action. None are category 1 hazards. 202 (80%) were investigated and completed within timescales.

What % of the housing providers portfolio do these homes account for?

The homes experiencing damp and mould were 8% of the 3230 rented stock (9% in 2023-24). Research from the Sustainability Reporting Standard from data in 2023-24 (published 2025) found on average damp and mould accounts for 7% of the housing provider's total stock.

Theme 6: Resident Voice

Criteria 20.

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

SLH Evidence

The proportion of respondents who report that they are satisfied with the overall service from their landlord was 79.9%, a slight improvement from 78.6% in 2023-24. The survey approach consisted of two phases (July 24 and Nov/Dec 24). The survey was conducted externally by market search firm The Leadership Factor (TLF). No incentives were offered to tenants to complete the survey. From the sample survey, 528 surveys were completed, 495 by telephone and 33 by email. Further details are on the SLH website https://www.southlakeshousing.co.uk/view-our-tsm-customer-satisfaction-survey-results/

How has the housing provider acted on these results?

The Board received a presentation on the results and improvement projects in February 2025. This includes repairs customer experience project as a critical success factor for driving future customer satisfaction. A BDO internal audit review in June 2025 concluded with positive assurance overall, and evidence of results informing action plans.

Criteria 21.

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

SLH Evidence

There are a range of ways for residents to hold SLH to account. This includes the Residents Forum whose remit is to scrutinise and challenge performance and complaints, reviewing compliance with the regulatory requirements and influencing customer policies and strategies. They have a direct reporting line to the Board. We have many different approaches for residents to engage with us including Tenant Scrutiny Groups, our online & telephone customer surveys, our annual Customer Satisfaction Survey, complaints and compliments, estate walkabouts / neighbourhood natters and at Board level. There are also online sessions and the community Facebook group and our published TSM performance on the SLH website. The Residents Census went live in March 25 and was shared electronically to around 3200 General Needs and Independence households. We secured a 23% response rate through this method ahead of in-person engagement sessions planned across the Spring and Summer of 2025.

SLH is working towards securing Tenant Participation Advisory Service (TPAS) accreditation this year, and is consulting residents on a new engagement strategy.

Theme 6: Resident Voice

Criteria 22.
In the last 12 months, in how many complaints has the national Ombudsman determined that maladministration took place?

SLH Evidence
The Housing Ombudsman determined 1 case of maladministration involving a complaint about the handling of damp and mould. We have since met with the resident to apologise and listen to their concerns and paid compensation.

How have these complaints (or others) resulted in change of practice within the housing provider?

The Board approved the Annual Complaints Performance & Service Improvement report in June 2025. This includes a complaint volume increase by 41% (an increase of 30 complaints) compared to 2023-24. 15 complaints (14%) escalated to Stage 2 (compared to 4 in 2023-24). The top 3 complaint categories were:

- Damp & Mould.
- Responsive Repairs.
- Unresolved & repeated issues.

We were also required to carry out a review to ensure internal processes are in line with the Housing Ombudsman Spotlight on Damp & Mould report. All actions were completed in the 4-week period stipulated and evidence of compliance was submitted to the Housing Ombudsman Service. Other learning includes;

You Said	We Did
You told us you would like to receive a repair appointment reminder before the visit	In December 2024, we introduced an additional step where a text message is sent to residents to remind them of a repair appointment. This message is now sent 7-days prior the tradesperson's visit.
No access to repair appointments.	We saw an increase of no access for repair appointments. To understand more, we worked with several customers who had a repair appointment but were not at home to allow access. These customers said they, either did not know about the appointment or had forgotten about it. You recommended that in addition to the text message reminder, the tradesperson calls you on route on the day of the appointment. To make sure we achieve first-time access to our resident's homes, our trades colleagues will now call you on the day of the appointment to confirm the visit.
The grounds maintenance service is not up to a good standard.	We recognised through customer complaints and feedback that our existing grounds maintenance service required improvement. We engaged over 1500 residents who currently receive this service to help us shape the new grounds maintenance offer – feedback about what's important and helping us develop a new specification and some residents supported us in scoring and interviewing bidders. We are pleased that the new contactors are in place from 1st April 2025.

Theme 7: Resident Support

Criteria 23.

What are the key support services that the housing provider offers to its residents?

How successful are these services in improving outcomes?

SLH Evidence

Information, support services and signposting to other external services is available to customers on the SLH website and directly through the Income Team. The Income Team continue to provide a customer centric service focused on supporting customers to maximise their income and pay their rent. This has included the use of the Customer Support Fund, spending £9.5k and levering other benefits. Examples include;

- Purchasing of white goods and furnishings for new customers who are entering SLH tenancies with minimal resources
- Providing emergency utility support
- Help with school uniform costs
- Provide food and access to other wellbeing necessities
- Specific referrals for debt advice, food packages, food banks, kitchen starter packs etc
- 60 hours' worth of advice via Citizens Advice Bureau referrals
- 193 households have been supported with specific advice and referrals.
- Supported 252 new tenancies with an income assessment to ensure that they can afford to pay their rent
- Supporting customers with applications for Universal Credit, Housing Benefit and additional welfare benefits. This totals approximately £100k and a single example where a customer's housing debt of £3,400 was resolved.
- Additionally, an assessment prior to allocation of new tenancies is completed to review, support and signpost new tenants to areas that they may be able to improve and possibly make savings. The aim of these assessments is to allow the Income Team to understand the circumstances of our incoming tenants and ensure that customers can both pay rent and be able to sustain their tenancy and associated costs.

Our Independent Living schemes offer specialist support to help older and vulnerable people to live independently for longer, do more of the things they love and to feel safe and connected.

Theme 8: Placemaking

Criteria 24.

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.

SLH Evidence

The following community initiatives have been undertaken;

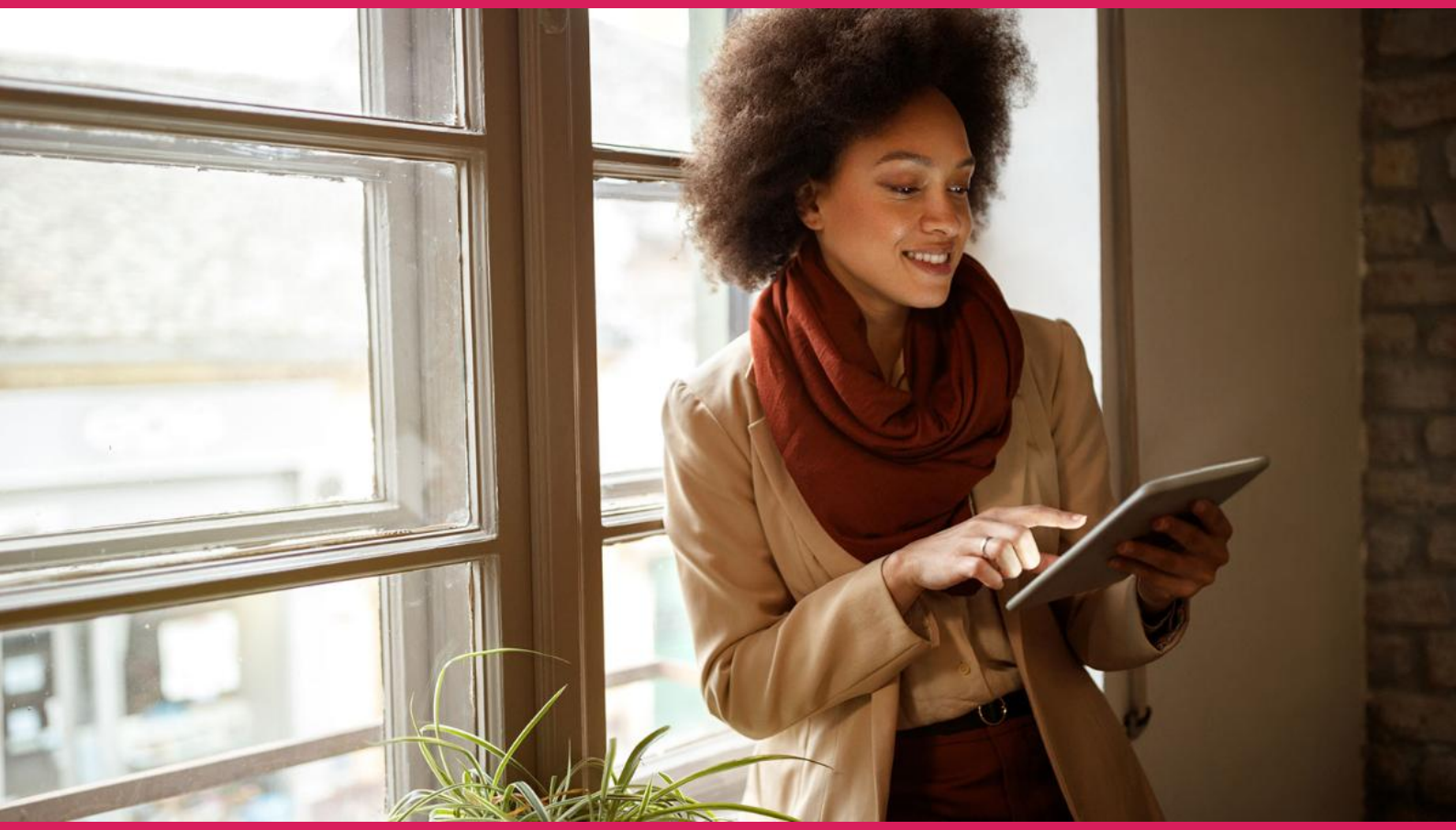
- Completed Neighbourhood Walkabouts – quarterly with local residents and stakeholders.
- Delivery of Neighbourhood Plans, in consultation with residents and using feedback from walkabouts. These plans are being reviewed for a re-launch in 25/26.
- Worked closely with the other stakeholders on delivering 8 '*Neighbourhood Natters*' events within our neighbourhoods to engage with residents and find out more about their views of the neighbourhoods. These events have included things like planting and have been delivered in conjunction with contractors who have given us their time on the projects as a part of their social value commitment.
- Numerous street safe events which have varied in their focus depending on local issues impacting on neighbourhoods. These events are delivered alongside the Police and other agencies.
- Delivered environmental improvement schemes including remodelling parking areas and improving open spaces in terms of security and accessibility in a number of areas including Owlet Ash Fields. Various environmental works have also been carried out alongside the introduction of the new Grounds Maintenance contract roll out.
- Using our community assets for wider social good was a big part behind local rural charity Kirkby Lonsdale Community Cupboard relocating its Food Cupboard to Binfold Croft – one of our Independence schemes for older people in Kirkby Lonsdale. The Community Cupboard offers food resources, social activities, and practical advice on topics like affordable warmth and accessing benefits.

Theme 8: Placemaking

Enhanced Reporting Option
Social Value calculations (including monetisations) of placemaking activities [£]

SLH Evidence
We delivered an accumulated £237,397 in social value for residents through supporting them to secure the correct benefits owed, applications to the Housing Associations Charitable Trust and purchases and support through the SLH Hardship Fund.

Governance



Theme 9: Structure and Governance

Criteria 25. Is the housing provider registered with the national regulator of social housing?	**SLH Evidence** Yes. SLH is a Registered Provider with the Regulator of Social Housing. Registration number 4686.
Criteria 26. What is the most recent regulatory grading/status?	**SLH Evidence** Governance G1, Financial Viability V2 (November 2024, following the annual stability check). The most recent report is here Current regulatory judgement: https://www.gov.uk/government/publications/regulatory-judgement-south-lakes-housing
Criteria 27. Which Code of Governance does the housing provider follow, if any?	**SLH Evidence** National Housing Federation Code of Governance 2020. The Board assesses compliance annually as part of certifying compliance within the annual accounts. The Board last reviewed compliance in September 2025.
Criteria 28. Is the housing provider Not-For-Profit? If not, who is the largest shareholder, what is their % of economic ownership and what % of voting rights do they control?	**SLH Evidence** Yes. SLH Rules states 'non-profit' and nothing is paid or transferred by way of profit to shareholders of the Association.

Theme 9: Structure and Governance

Criteria 29.
Explain how the housing provider's board manages ESG risks.

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

SLH Evidence
In SLH Business Strategy 2020-26, the Board made a commitment to demonstrate performance via ESG reporting. ESG considerations are embedded within the risk register and internal audit plan.

The risk register includes a risk universe for 'environmental sustainability', 'governance', 'people and culture', 'health and safety' and 'reputation, trust and customer'.

Enhanced Reporting Option
Is the housing provider required to report against TCFD? No

If yes, is the housing provider doing so?

SLH Evidence
No, SLH is not a premium listed company and has less than 500 employees and less than £500M in turnover.

Criteria 30.
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?

SLH Evidence
No. There have been no adverse regulatory findings in 2024/25.

The Audit & Risk Committee reviews compliance at quarterly meetings. This includes data protection, bribery, anti-money laundering, fraud, health & safety data etc. The Board also receives an annual report on health & safety.

Enhanced Reporting Option
If yes please describe.

SLH Evidence
N/A.

Theme 10: Board and Trustees

Criteria 31.

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?

SLH Evidence

There is a current Resident Census project underway to improve tenant profiling data, so care should be taken when comparing to previous years where confidence levels are low.

The Board agreed a Composition Statement in May 2024, setting out the ideal composition for the Board in accordance with the requirement of its Code of Governance. The Board will seek to reflect the communities it serves within its composition in terms of ethnicity and has a target of 10% ethnic minority representation which is being achieved. It also seeks to have a representative gender balance and has a target of 50:50. If the balance of gender falls outside of 60:40, then the Board will consider remedial action to move towards the desired target.

Metric	Board Demographics		Household Demographics		Census Cumbria
	2024-25	2023-24	2024-25	2023-24	2021
% residents	0%	0%	n/a	n/a	13% social housing tenants
% women	40%	45%	64%	63%	51%
% BAME	10%	0%	1.9%	3.8%	2.4%
% with a disability	11%	10%	19.7%	17.7%	19.3%
Average age (years)	54	56	55.0	55.0	45
Average tenure (years)	3.5	3.5	12.0	n/a	n/a

Criteria 32.

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?

SLH Evidence

Board turnover in the last 2 years - 9 /12 (75%). 5 left and 4 were appointed. Executive Leadership Team turnover in the last 2 years - 0 / 5 (0%).
Overall - 9 / 17 = 53%

SLH adopted the NHF Code of Governance 2020 meaning that that board members usually retire after 6 years which reflects on the board turnover rate. The Executive Team was last reorganised in 2021/22.

Theme 10: Board and Trustees

Criteria 33.
Number of board members on the housing provider's Audit Committee with recent and relevant financial experience.

SLH Evidence
There were 3 members of the Committee with relevant financial experience. The includes two qualified chartered accountants (one with housing sector experience), and an experienced former relationship manager for Barclays specialising in supporting social housing providers.

Criteria 34.
What % of the housing provider's board are non-executive directors?

SLH Evidence
100%

Criteria 35.
Has a succession plan been provided to the housing provider's board in the last 12 months?

SLH Evidence
The Board has approved a succession plan and Board composition statement to ensure recruitment to Board vacancies is targeted at skills gaps and increasing diversity. In line with the NHF Code of Governance provision regarding extension of Board tenure exceeding 6 years, the Board has determined to extend the term of the Chair of the Board to a ninth year, as an exceptional matter, in recognition of the change of Chief Executives in August 2025 and a desire to retain some continuity .

The board recruitment plan will be discussed at the September Board meeting. Improving diversity on the board and consideration of skills and lived experience is likely to feature strongly. This will include gender given two very recent resignations (i.e. after the reporting period March year end point).

Criteria 36.
For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?

SLH Evidence
Forvis Mazars undertook their first audit in 2024-25 following an open tender process. For the previous 12 years, the auditors were Beever & Struthers.

Theme 10: Board and Trustees

Criteria 37.
When was the last independently-run, board-effectiveness review?

SLH Evidence
External consultants DTP conducted an independent review of governance and board effectiveness, concluding that governance at SLH is effective with robust supporting processes for sound oversight and assurance. This was reported to the Board in June 2025. The 7 recommendations have been included within the Governance Improvement Plan; with the key areas being

1. Undertake a detailed review of skills and competency within the current non-executive membership
2. Review the approach to non-executive training to provide for a mixed approach to the timing and format of briefing sessions.
3. Provide the Chief Executives report and a summary report from each Board meeting to independent committee members.
4. Adopt a fit and proper person's form. Review the forward planner for board meetings and committee meetings. Ensure the process for board recruitment, matters arising for board and terms of reference are included within the Governance Framework. Review the content of the non-executive remuneration section in the Governance Framework.
5. Members to ensure (via the Chair) that the outcomes of debate and resulting actions are clearly stated and recorded in the action tracker from Board and Committee meetings.
6. Separate the asset related health and safety report from the overarching operational performance report
7. Review the terms of reference and composition of the Resident Forum to ensure clarity on purpose, composition, delegations and the associated work plan.

Criteria 38.
How does the housing provider handle conflicts of interest at the board?

SLH Evidence
Conflicts of interest are declared at the start of all Board meetings. There is a Board Member declarations register setting out any relationships and potential conflicts. The Board is asked to update this on an annual basis, and to declare any new conflicts prior to entering into a transaction/relationship/ partnership. Declarations are also listed on the SLH website.

Any member with a close contact leaves the Board meeting during any relevant discussion/decision. If a conflict cannot be managed, then Board members will be asked to stand down.

There is a comprehensive policy framework in place and includes; Anti-Fraud, Bribery & Corruption Policy, Whistleblowing Policy, Probity Policy, Gifts & Hospitality Policy and Code of Conduct. Compliance reporting is overseen by the Audit & Risk Committee.

Theme 11: Staff Wellbeing

Criteria 39.
Does the housing provider pay the Real Living Wage?

SLH Evidence
Yes. SLH is registered on the Living Wage.org website.

Criteria 40.
What is the housing provider's median gender pay gap?

SLH Evidence

Gender Pay Gap		
2024-25	2023-24	2022-23
3.23%	-2.24%	0.8%

This year's gender pay gap has increased, however, our gap remains below the UK median of 11.2% (TUC analysis March 2025), reflecting our continued efforts to promote equity.

Criteria 41.
What is the housing provider's CEO: median-worker pay ratio?

SLH Evidence

CEO Median Worker Pay Ratio		
2024-25	2023-24	2022-23
4.3	3.7	3.57

TUC research shows median CEO pay at 109 times the median UK full-time worker as of March 2023.

Criteria 42.
How is the housing provider ensuring equality, diversity and inclusion (EDI) is promoted across its staff?

SLH Evidence
SLH has an EDI Policy and Action Plan in place to operationalise. A Director is Executive sponsor, with the Head of People & Culture as lead, with regular progress reporting to the Executive Team. Board receive an annual update on key achievements, any barriers and next steps. EDI is a consideration for all board and executive reporting. All colleagues have regular awareness training, and we have an E,D&I calendar so we mark annual days and key festivals e.g. Kendal Pride. SLH are a Living Wage, Disability Confident & Mindful Employer and members of Housing Diversity Network & Women in Social Housing. We gained a Better Health at Work accreditation in 2024. There is an equality impact assessment process in place for any key business changes, strategies and policies. SLH submits EDI reporting to the NHF which benchmarks with the sector and population in which we operate.

Theme 11: Staff Wellbeing

Criteria 43.
How does the housing provider support the physical and mental health of its staff?

SLH Evidence
SLH operates a hybrid model of working which provides all colleagues with a healthy work life balance, which helps our people maintain good mental health. 6 colleagues have been trained as mental health first aiders across the business and have identified even more colleagues who want to take on this responsibility. In November 2023 SLH were recognised for the work done to improve workplace health and wellbeing via a Bronze *Better Health at Work Award*.

People policies and procedures, including attendance management practices, have been enhanced to better manage stress.

A health surveillance programme is in place for trade colleagues with annual checks covering respiratory, skin and hearing, etc.

All colleagues also undertake mandatory mental health awareness training.

Criteria 44.
How does the housing provider support the professional development of its staff?

SLH Evidence
Over the past 12 months, several of our colleagues have either completed or are currently working towards qualifications that will aid in their professional development, these qualifications include:

- Chartered Institute of Personnel and Development (CIPD)
- Chartered Institute of Housing (CIH)
- Building Surveyor BSc Degree
- Project Management BSc Degree
- Quantity Surveyor
- IOSH Managing Safely (5 colleagues)
- CADAS Alcohol & Drug Awareness
- Health and Safety for Trades Colleagues
- Mental Health First Aider Refresher (5 colleagues)
- Level 3 Plumbing qualification
- MGI Tool-kit training.
- Dealing with Conflict & Aggression - Breakaway training
- Prevent Training

Additionally, we have four apprentices currently working towards their individual trade qualifications.

An assessment has been conducted to evaluate the potential housing qualification requirements arising from the Competence and Conduct Standard, should it be introduced by the government. As a result, six colleagues are now fully qualified, two are part-qualified, and ten are set to undertake the qualification.

Theme 11: Staff Wellbeing

Enhanced Reporting Option

What % of employees have received qualification that are relevant for their professional development, within the last year?
- Split result by demographic.

SLH Evidence

83% of colleagues have completed a relevant qualification that will aid in their professional development. As listed above.

Of 117 colleagues trained:

EDI Metrics			
Gender	45% female	55% male	
Ethnicity	92% White British	4% Asian British	4% Other Ethnicity
Disability	8%		
Age range	19 -70		

Data from the last Census (2021) for Cumbria (ONS & Cumbria Observatory data):

- 51% Female, 49% Male.
- 97.7% White, 1.4% Other Ethnicity, and 1% Asian.
- 19.3% Disabled.

Theme 12: Supply Chain Management

Criteria 45.
How is social value creation considered when procuring goods and services?

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

SLH Evidence
SLH seeks to deliver Social Value through its procurement practices as we believe that this is essential to the local communities that we serve and operate within. Social Value is incorporated into all procurements.

The Board approved SLH Procurement & Contract Management Strategy in March 2025 which complies with the Procurement Act 2023. Social value is included with procedures and captured within a social value register. Examples include;

- Creating resilient businesses and opportunities for quality employment and skills developed (National Procurement Policy Statement (NPPS) priority)
- Improving innovation, supply chain resilience and security of supply (NPPS priority)
- Tackling climate change and reducing waste (NPPS priority)
- Community development, health and wellbeing
- Environmental and conservation management

Enhanced Reporting Option
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?

SLH Evidence
Social value is incorporated into the Quality questions within tender specifications, based upon a range starting from 5% to 20% for larger tenders. Social value examples from 2024-25 include;

- £10k secured from contractors providing 600 Winter Warmth packs to vulnerable customers within our general needs properties.
- Contractors supported and attended a series of summer community roadshows aimed at the needs of each area, including community clear ups, afternoon tea for sheltered housing residents, and planting of wildflower meadows.
- Developers are providing training and opportunities for SLH trade apprentices to learn construction skills that SLH cannot provide for e.g. rendering.
- Over 1,000 training days achieved via student work placements, apprenticeships and education events.

Theme 12: Supply Chain Management

Criteria 46.
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?

SLH Evidence
The SLH Procurement & Contract Management Strategy 2025 includes a commitment to seek sustainability contributions within the quality criteria for assessing tenders based upon a range starting from 5% to the Government target of 20%+. This will be determined on a case-by-case basis as part of the procurement planning process i.e. what is proportionate to the value and purpose of the contract.

This may include but not limited to;
- Tackling climate change and reducing waste (NPPS priority)
- Environmental and conservation management

To maintain ethical, legal, and sustainable procurement, SLH enforces strong governance, ensuring all outsourcing aligns with social, economic, and environmental responsibilities.

One of SLH's 'SLICE' Values relates to Sustainability – "Reducing our impact on the environment and conduct our business in a socially responsible and ethical manner".

Enhanced Reporting Option
What is the relative weighting of environmental impact considerations in procurement policies?

SLH Evidence
The SLH Procurement & Contract Management Strategy 2025 includes a commitment to seek sustainability contributions within the quality criteria for assessing tenders based upon a range starting from 5% to the Government target of 20%+.

The SLH Sustainability Strategy 2022-27 includes key actions around;
- Carbon Reduction & Energy Efficiency.
- Sustainable Offices & Operations.
- Sustainable Supply Chain.

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?

Supply chain risks are considered quarterly by the Board as part of its monitoring of the Principal Risk Register. There is a risk register for key suppliers. As mentioned above there is work ongoing to improve performance on sustainability across the SLH supply chain.

You can contact Customer Services at
customerservices@southlakeshousing.co.uk
or telephone **0300 303 8540**
if you require any further information
detailed in this annual report.

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