



# Sustainability Framework

February 2024



**Taking action  
today, so that  
we can enjoy  
a brighter  
tomorrow...**





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# Glossary

- **Biodiversity Net Gain:** Habitats for wildlife are left in a measurably better state than they were in prior to development. From November 2023, developments will be required to deliver at least 10% Biodiversity Net Gain (a detailed factsheet can be found in Appendix A).
- **SuDs:** Sustainable Urban Drainage Systems. SuDs are designed to manage flood and pollution risks resulting from urban run-off by mimicking natural drainage processes. They aim to enhance local environments and encourage place making whenever possible.
- **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.
- **Scope 1, 2 & 3:** 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)
- **SRS:** Sustainability Reporting Standard for Social Housing.
- **GIS:** Geographical Information System. LHP use this to map our properties and green spaces.
- **CBN Expert:** The system we use to track our carbon emissions.
- **Materiality Assessment:** The principle of defining the social and environmental topics that matter most to your business and your stakeholders. This is often done through surveys and/or workshops.



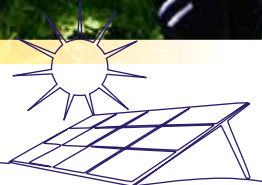
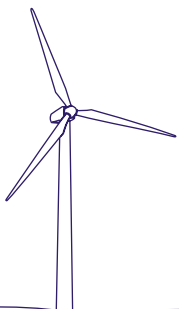
# The Wider Sustainability Climate

The Climate Change Committee (an independent body that advise the UK government on climate change) released a progress report to parliament in June 2023. Some of the key messages presented were:

- **A lack of urgency.** While the policy framework has continued to develop over the past year, this is not happening at the required pace for future targets.
- **Retake a clear leadership role internationally.** The UK will need to regain its international climate leadership.
- **Immediate priority actions and policies.** Action is needed in a range of areas to deliver on the Government's emissions pathway.
- **Planning policy needs radical reform to support Net Zero.** The planning system must have an overarching requirement that all planning decisions must be taken giving full regard to the imperative of Net Zero.

These findings, alongside other decisions made this financial year, produce uncertainty for businesses like LHP.

We will strive to achieve the highest level of ESG Progress amidst the increased unknowns surrounding the agenda. We will continuously update our framework to align with national & international policy.



# Our Sustainability Vision

At Lincolnshire Housing Partnership, we recognise that our planet is experiencing a climatic emergency. In order to mitigate the impacts of human-induced climate change, as a business we are responsible for taking urgent action. 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 & 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



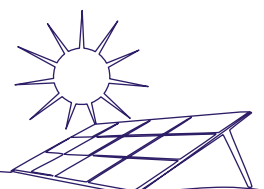
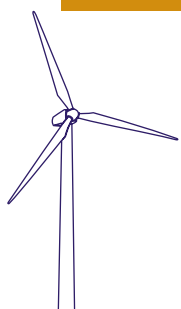
# Our ESG approach

We have selected the Sustainability Reporting Standard for Social Housing (SRS) as our primary means of measuring progress against ESG. This decision was made due to the relevance of the standard to the sector, allowing us to compare our performance against similar organisations.

We recognise that our work contributes to several of the Sustainable Development Goals (SDGs), ensuring LHP's ESG priorities have international relevance also.

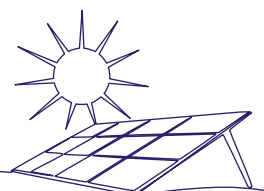
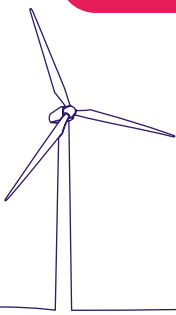
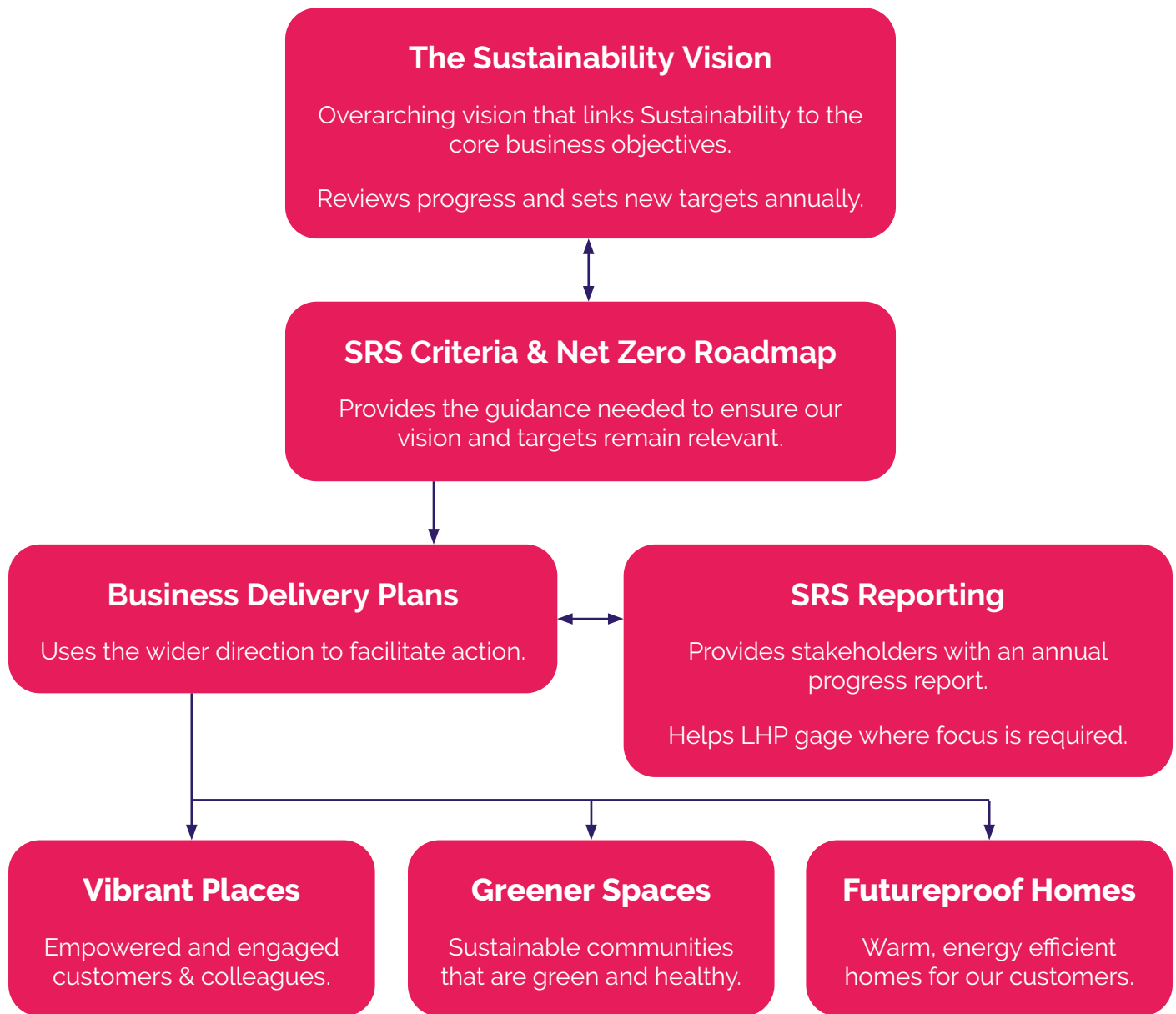
The Sustainability Framework will bring this guidance together to facilitate action through our annual delivery plans. Our Net Zero Roadmap will then provide additional direction regarding our decarbonisation targets.

We also recognise the need to assess how our core value of Customer First is balanced alongside our aim to place Sustainability at the forefront of everything we do. Particularly for service chargeable actions, we will start conversations on how a balance of the two priorities can be sought.



# The Sustainability Framework

- Our Sustainability Framework aims to drive action whilst encouraging transparency and accountability.
- The process behind our vision to facilitate action.





# Our Core Sustainability Metrics

The Sustainability Reporting Standard has 48 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 Key Criteria that will act as a golden thread across our work.

A materiality assessment with stakeholders & internal colleagues will help to strengthen this selection further.

## Vibrant Places

Empowered and Engaged customers & colleagues



## Best Companies Score

Indication of colleague satisfaction



## Community projects

Demonstrates placemaking across communities



## TSMs

Reflect customer satisfaction

## Greener Spaces

Sustainable communities that are green and healthy



## Number and Quality of Biodiverse Spaces

Gives an indication on LHP's commitment to promoting biodiversity



## Carbon Emissions Scope 1, 2 & 3

Provides an overarching view of LHP's environmental impact

## Futureproof Homes

Warm, energy efficient homes for our customers



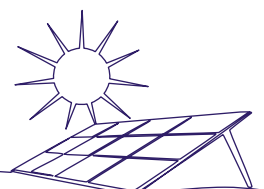
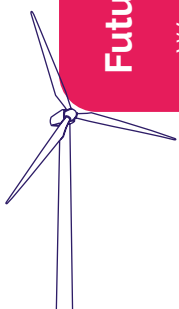
## EPC Rating of existing homes

Insight into the energy efficiency of customer homes. Indication of retrofit progress & likelihood of fuel poverty



## Percentage of homes with efficient, electric heating

Demonstrates progress towards heat decarbonisation



# How will these Drivers be measured?

Our ESG Drivers	Measurement	Method
<b>Vibrant Places</b>		
Best Companies Score	<ul style="list-style-type: none"> <li>• League table</li> </ul>	<ul style="list-style-type: none"> <li>• Annual colleague surveys</li> </ul>
Community Projects	<ul style="list-style-type: none"> <li>• Number delivered per annum</li> </ul>	<ul style="list-style-type: none"> <li>• Collected by customer engagement</li> </ul>
TSMs	<ul style="list-style-type: none"> <li>• Satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly reporting by performance team</li> </ul>
<b>Greener Spaces</b>		
Carbon Emissions & Environmental Impact	<ul style="list-style-type: none"> <li>• Carbon Output (kgCO<sub>2</sub>e)</li> <li>• Waste (% diverted from landfill and tonnes produced)</li> <li>• Water output</li> </ul>	<ul style="list-style-type: none"> <li>• CBN Expert</li> <li>• Reconomy waste platform</li> </ul>
Biodiversity Sites	<ul style="list-style-type: none"> <li>• Number of sites introduced</li> <li>• Biodiversity Net Gain (%) developed from each project</li> <li>• Ecological surveys</li> </ul>	<ul style="list-style-type: none"> <li>• GIS</li> <li>• Biodiversity Net Gain calculations via excel</li> </ul>
<b>Future proof Homes</b>		
EPC Rating	<ul style="list-style-type: none"> <li>• Average SAP</li> <li>• Number of homes EPC C or above</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly performance reports through Asset Management</li> </ul>
Electric Heating	<ul style="list-style-type: none"> <li>• % of homes with electric heating</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly performance reports through Asset Management</li> </ul>



# Where are we now?...



## Best Companies Score

Indication of colleague satisfaction

One to watch



## Community projects

Demonstrates placemaking across community

Not yet reporting



## TSMs

Reflect customer satisfaction

Not yet reporting



## Number and Quality of Biodiverse Spaces

Gives an indication on LHP's commitment to promoting biodiversity

2 biodiversity sites



## Carbon Emissions Scope 1, 2 & 3

Provides an overarching view of LHP's environmental impact

30,571,177 kg CO<sub>2</sub>e



## EPC Rating of existing homes

Insight into the energy efficiency of customer homes. Indication of retrofit progress & likelihood of fuel poverty

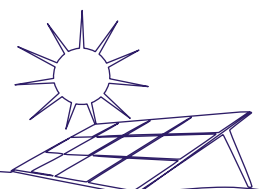
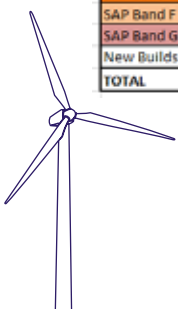


## Percentage of homes with efficient, electric heating

Demonstrates progress towards heat decarbonisation

3.8%

RdSAP RATING CORPORATE OBJECTIVES		
SAP 69 BAND C BY 2030		
SAP Band A (SAP 92-100+)	504	4.26%
SAP Band B (SAP 81-91)	920	7.78%
SAP Band C (SAP 69-80)	8691	73.47%
SAP Band D (SAP 55-68)	1586	13.41%
SAP Band E (SAP 39-54)	124	1.05%
SAP Band F (SAP 21-38)	4	0.03%
SAP Band G (SAP 1-20)	0	0.00%
New Builds Not rating	0	0.00%
<b>TOTAL</b>	<b>11829</b>	<b>100.00%</b>

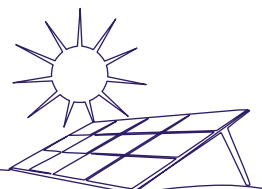
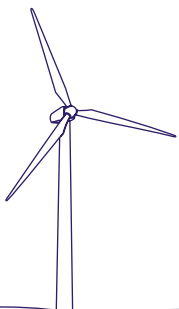


# Vibrant Places

- Empowered and engaged customers & colleagues

	2025 Target	2030 Target	2050 Target	Co-Design/ Integral Teams	SRS Theme & SDG
Customers	<p><b>Introduce a customer Net Zero group to ensure residents are feeding into our vision.</b></p> <ul style="list-style-type: none"> <li>Release survey on YourVoice to gauge interest</li> <li>Review our approach to customer engagement on ESG decision making</li> </ul> <p><b>Survey to customers to understand their knowledge of Net Zero, Retrofit and Biodiversity – use this to help shape future ESG Campaigns</b></p> <ul style="list-style-type: none"> <li>Utilise YourVoice for survey launch</li> </ul>	<p>Two active communal gardens managed by customers (£)</p> <p>80% of customers will be satisfied with the support provided by LHP</p> <p>Work with the SHDF Team to introduce a customer campaign around retrofit - Gather data on refusals and FAQs</p>	<p>Customers are knowledgeable about Sustainability and feed into most projects.</p>	<p>Housing Customers Culture Assets</p>	<p>Theme 3: Resident Voice</p> 
Community	<p><b>Undertake a materiality assessment across stakeholders</b></p> <ul style="list-style-type: none"> <li>Create working group to help produce survey</li> <li>Launch to customers and colleagues</li> <li>Use outcomes to shape Framework review</li> </ul>	<p>Introduce neighbourhood plans</p> <p>100 Voluntary hours completed by our contractors on social value projects each financial year</p>	<p>Neighbourhoods foster a sense of community</p>	<p>Housing Customers Culture Procurement</p>	<p>Theme 5: Placemaking</p>  
Colleagues	<p><b>Achieve Carbon Literacy Organisation Status (£)</b></p> <ul style="list-style-type: none"> <li>Have one member of ELT attend the training</li> </ul> <p><b>Our Sustainability Ambassador Group has delivered 2 projects.</b></p>	<p>All service areas are leading their own sustainability targets.</p>	<p>All colleagues are engaged with Sustainability</p>	<p>Culture</p>	<p>Theme 6: Climate Change</p> 

(£) = Not currently budgeted for



# Greener Spaces

- Sustainable communities that are green and healthy

	2025 Target	2030 Target	2050 Target	Co-Design/ Integral Teams	SRS Theme & SDG
Biodiversity	<p><b>Assess our landbank and produce a plan for each site that incorporates biodiversity.</b></p> <ul style="list-style-type: none"> <li>• Assess landbank</li> <li>• Identify areas where biodiversity could be encouraged</li> <li>• Introduce GIS layer to monitor biodiversity sites (£)</li> </ul> <p><b>10% Biodiversity Net Gain for all New Builds</b></p> <p><b>Introduce 5 new biodiversity sites per year</b></p> <ul style="list-style-type: none"> <li>• Have a campaign and brand for our biodiverse spaces (LHP Pollinator patches), with a map for stakeholders to use to identify their location across our neighbourhoods.</li> </ul>	<p>30% of our green spaces managed for nature.</p> <ul style="list-style-type: none"> <li>• Form a partnership with a wildlife charity to ensure we have ecological experience across the projects. (£)</li> </ul>	<p>Our green spaces are thriving and being used by local wildlife and enhancing customer wellbeing</p>	<p>Assets Customers Housin</p>	<p>Theme 5: Placemaking Theme 6: Ecology</p> 
Materials	<p><b>100% of timber products procured through our main contractor, will be responsibly sourced</b></p> <ul style="list-style-type: none"> <li>• Embed target into Fortem Contract</li> </ul>	<p>Complete an audit of our materials to produce a responsibly sourced action plan</p>	<p>100% Responsibly sourced materials</p>	<p>Assets</p>	<p>Theme 8: Resource Management</p> 
Data	<p><b>Calculate our water footprint</b></p> <p><b>Re-baseline Waste output &amp; set an action plan for reduction</b></p>	<p>Embed selected net zero roadmap recommendations into all new strategies</p> <p>LHP are accredited to a Net Zero Scheme (e.g., Race to Zero) (£)</p> <p>Have a finalised methodology for Scope 1, 2 &amp; 3 data collection. Report against these through quarterly impact reports and our annual SRS document</p>	<p>100% waste diverted from landfill</p> <p>Net Zero Carbon across Scope 1, 2 and 3</p>	<p>Assets Repairs</p>	<p>Theme 6: Climate Change</p> 
Procurement	<p><b>Finalise the ESG Procurement Tracker</b></p> <p><b>Produce a supply chain ESG support booklet</b></p>	<p>100% of current suppliers have completed our ESG supply chain survey</p>	<p>100% of suppliers are Net Zero</p>	<p>Procurement</p>	<p>Theme 8: Resource Management</p> 

(£) = Not currently budgeted for

# Futureproof Homes

- Warm, Energy efficient homes for our customers.
- Clean, efficient, electrical heating supported by a green energy grid.

	2025 Target	2030 Target	2050 Target	Co-Design/Integral Teams	SRS Theme & SDG
Energy Efficiency	<p><b>86% of homes EPC C or above</b></p> <ul style="list-style-type: none"> <li>• All homes after 2025 built to EPC band B</li> <li>• Have completed review of the remaining properties through Option appraisal or other and have developed and had approved plan to meet 100% SAP C by 2030</li> <li>• Complete SHDF Project delivery (815 homes)</li> <li>• Secure ECO4 Funding for cavity wall insulation</li> <li>• At least 10% of newly appraised development schemes each year will have renewable heating installations</li> </ul> <p><b>Ensure retrofit plans are embedded into 30-year plan</b></p> <ul style="list-style-type: none"> <li>• Ensure costings for Net Zero have been embedded</li> <li>• Explore options for the feasible transition away from gas</li> </ul> <p><b>Introduce sensors to collect real-life environmental data</b></p> <ul style="list-style-type: none"> <li>• Produce business case &amp; identify suitable properties</li> </ul>	<p>100% of homes EPC C or above</p> <p>Have developed a road map for the removal of all gas (natural and LPG), oil and solid fuel heating and cooking from our homes</p>	<p>Net Zero carbon emissions from Scope 1, 2 &amp; 3</p> <p>Homes are supported by clean, efficient heating, supported by a green energy grid</p>	<p>Assets IT</p>	<p>Theme 6: Climate Change</p>  
Climate Risk	<p><b>Undertake a climate risk assessment to understand current levels of risk for flooding &amp; overheating</b></p> <ul style="list-style-type: none"> <li>• Complete Assessment to provide an indication of risk (£)</li> <li>• Welcome Lincoln University Student to deliver research</li> </ul>	<p>Produce a flood response plan (£)</p> <p>Undertake a project implementing the use of SuDs across one of our neighbourhoods</p> <ul style="list-style-type: none"> <li>• Work alongside NELC to utilise their grant funding</li> </ul>	<p>Climate risk has been mitigated as much as is financially and physically feasible.</p>	<p>Assets Culture</p>	<p>Theme 6: Climate Change</p> 
Transport	<p><b>Embed transport choices into desk booking system</b></p> <p><b>Install EV ChargePoint's at our Cartergate Office (£)</b></p>	<p>Low carbon fleet roll out</p>	<p>Fully low carbon fleet</p>	<p>Repairs Assets</p>	<p>Theme 6: Climate Change</p> 

(£) = Not currently budgeted for

# Appendix A: Biodiversity Net Gain Factsheet

- Biodiversity Net Gain (BNG): Habitats for wildlife are left in a measurably better state than they were in prior to development. From November 2023, developments will be required to deliver at least 10% Biodiversity Net Gain.
- BNG can be delivered either off site or on site depending on a case-by-case basis.
- Mandatory BNG was introduced in the UK's Environment Act (2021)
- The biodiversity of a site is measured by an ecologist using the DEFRA Biodiversity Metric 3.1. This is used to assign every site with a 'unit value' according to its value for biodiversity. This allows for comparison between a sites existing value and what will be delivered through the development process.
- Local Nature Recovery Strategies are also being introduced through the Act: UKGBC---Local-Nature-Recovery-Factsheet-v0.5.pdf

*Biodiversity = The variety of plant and animal life*





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