



Environmental, Social and Governance Sustainability Report

August 2025

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Acronyms

ASHP - Air Source Heat Pump

CBT - Cognitive Behavioural Therapy

CLT - Corporate Leadership Team

CO₂e - Carbon Dioxide Equivalent

EDI - Equality, Diversity, and Inclusion

EPC - Energy Performance Certificate

ESG - Environmental, Social, and Governance

EWI - External Wall Insulation

GHG - Greenhouse Gas

GIS - Geographic Information System

IID - Investors in Diversity

KPI - Key Performance Indicator

LHP - Lincolnshire Housing Partnership

NAP - Neighbourhood Action Plan

NEBOSH - National Examination Board in Occupational Safety and Health

SAP - Standard Assessment Procedure

SBTi - Science Based Targets Initiative

SDGs - Sustainable Development Goals

SHDF - Social Housing Decarbonisation Fund

SHEF - Social Housing Equality Framework

SHIFT - Sustainable Homes Index For Tomorrow

SRS - Sustainability Reporting Standards

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 6 core sustainability metrics that will act as a golden thread across our work.

Vibrant Places: Empowered and engaged customers and colleagues



Community Projects

24/25 - 500 customer events
23/24 - 301 customer events
22/23 - 253 customer events



Tenant Satisfaction Measures (TSMs)

24/25 - 79.9%
23/24 - 82.66%
22/23 - N/A

Greener Spaces: Sustainable communities that are green and healthy



Biodiversity sites

24/25 - 23 sites
23/24 - 16 sites
22/23 - 2 sites



Carbon Emissions

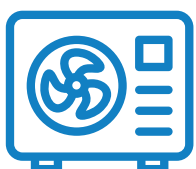
24/25 - 26,080,670 kg CO₂e
23/24 - 28,872,128.56 kg CO₂e
22/23 - 30,571,177 kg CO₂e

Futureproof Homes: Warm, energy efficient homes for our customers



EPC Ratings (based on internal SAP data)

24/25 - 89% of homes
23/24 - 86.6% of homes
22/23 - 85% of homes



% of homes with efficient, electric heating

24/25 - 4.2%
23/24 - 3.9%
22/23 - 3.8%

Foreword

Here at Lincolnshire Housing Partnership, we understand the importance of integrating sustainability into the heart of everything we do.

I am pleased to introduce our third annual sustainability report, produced in alignment with the Sustainability Reporting Standards for social housing (SRS), reflecting on the 2024/25 financial year.

As a local landlord operating 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, in particular at risk from increased flooding as a result of rising sea levels. We're aware that we have the opportunity to make a real impact on the climate agenda and in the communities we serve, and we understand that we have a responsibility to take ambitious action to reduce the risks facing current and future generations.

The 2024/25 financial year has seen further improvements in embedding sustainability within everything we do. Reflecting on our six core ESG metrics, all of those we have collected updated data against are showing continuous improvement against the majority of criteria.

We partnered with North East Lincolnshire Council to plant over 40 trees, enhancing the biodiversity of our urban environments and securing green legacies for future generations. The development of wildflower sites prospered; creating lush, vibrant habitats for pollinators, while doubling as serene spaces for community interaction and enjoyment.

Finally, this year has seen the completion of our highly successful Social Housing Decarbonisation Fund (SHDF) Wave 2.1 project, achieving awards for the Green Homes Upgrade of the Year at the Unlock Net Zero Ceremony, whilst also winning the National Insulation Project and Second Place for Landlord of the Year at the National Energy Efficiency Awards.

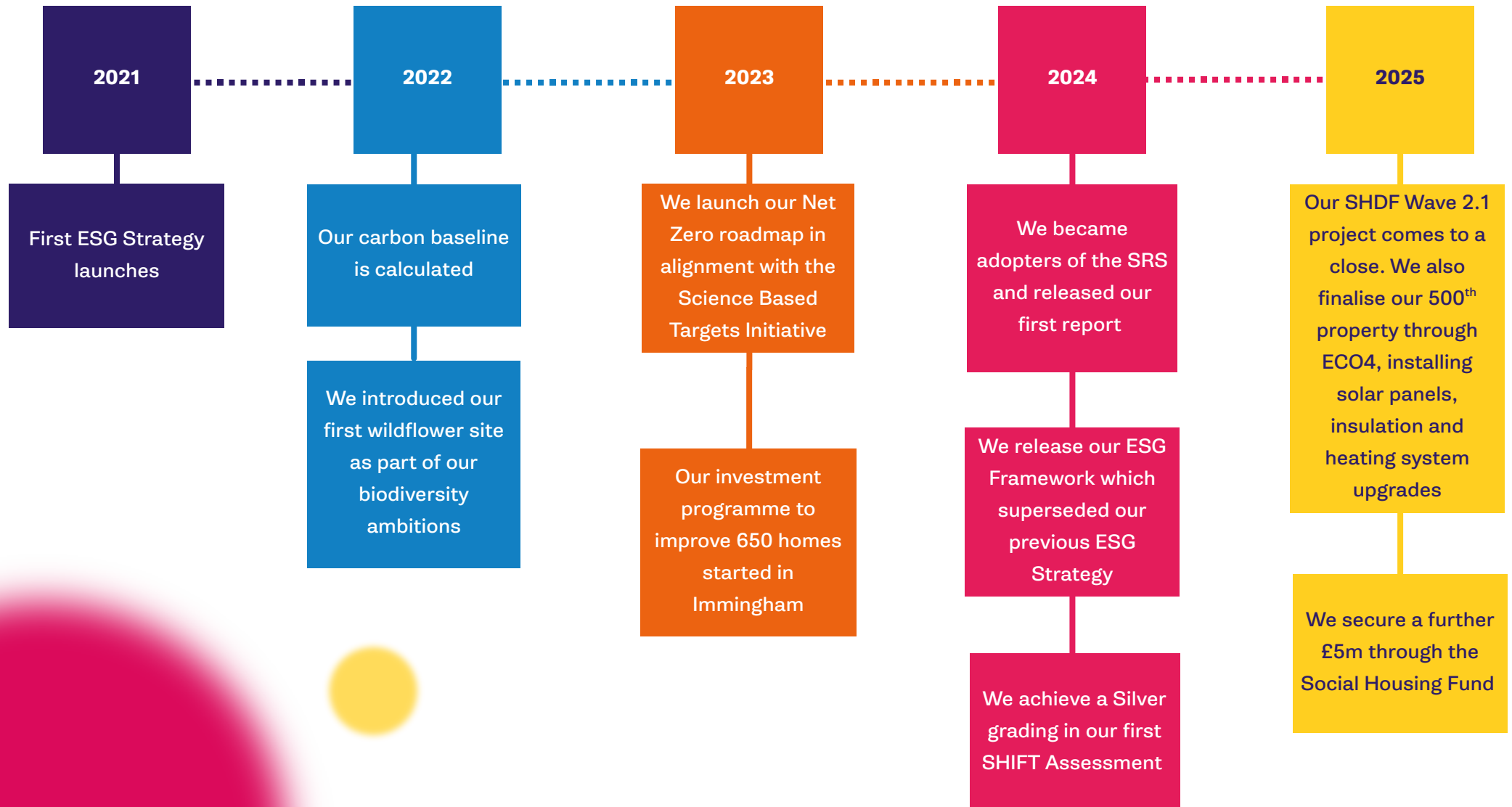
Looking ahead to 2025/26, we anticipate our next large sustainability project will begin, with £5m awarded to deliver energy saving upgrades to homes.

This report is designed as a way of showing you how we are performing against these Sustainability Reporting Standards, and making sure we are kept accountable for our actions within environmental, social and governance sustainability. I hope you find it a useful insight into our ESG activities, and we look ahead to another productive year for sustainability at LHP.



Shaun Harley, Interim CEO

Our Environmental, Social, and Governance (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:



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

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 amongst the sustainability pillars E, S, and G. Enhanced Reporting Options are available for select criteria, and in such instances, we diligently endeavour to address them where pertinent to the company.

An index of criteria reported under each theme is provided in Appendix A, along with corresponding United Nations Sustainable Development Goals (SDGs).

Environmental Sustainability

As a landlord with two offices, 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.

Climate Change

Energy efficiency

We have a target for all homes to reach Energy Performance Certificate (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. The total number of properties included in these calculations covers those properties that we have Decent Homes responsibility for.

Ratings	2024/25	2023/24
% of homes rated A	0.27%	0.04%
% of homes rated B	8.52%	7.42%
% of homes rated C	51.71%	45.95%
% of homes rated D	25.74%	28.95%
% of homes rated E or worse	5.12%	4.86%
% of homes without EPC rating (unknown)	8.63%	12.83%
Total number of homes	11,820	11,816

We use Sava's Intelligent Energy software to track the Standard Assessment Procedure (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. The significant improvements seen across our SAP data are a reflection of the investment we have placed into our retrofit projects, creating futureproof homes for our customers.

Following the introduction of SAP10 on 15th June, we have started to analyse the impact of this change on our stock. The changes to SAP methodology have had minimal impact on our EPC ratings, and we are continuing to target our lowest rated properties through dedicated retrofit programmes.

SAP Band	Homes 24/25	23/24	22/23
A	644	506	489
B	1109	942	891
C	8867	8786	8613
D	1138	1458	1632
E	60	119	134
F	2	4	5

Average SAP: **75.9**

Percentage increase from previous year: **1.4%**

Energy Intensity (kwh/m²/yr): **181**

Percentage decrease from previous year: **3.8%**

New Builds

EPC Rating	Average SAP	Energy Intensity (kwh/m ² /yr)
100% B	79.96%	129

Net Zero & Carbon

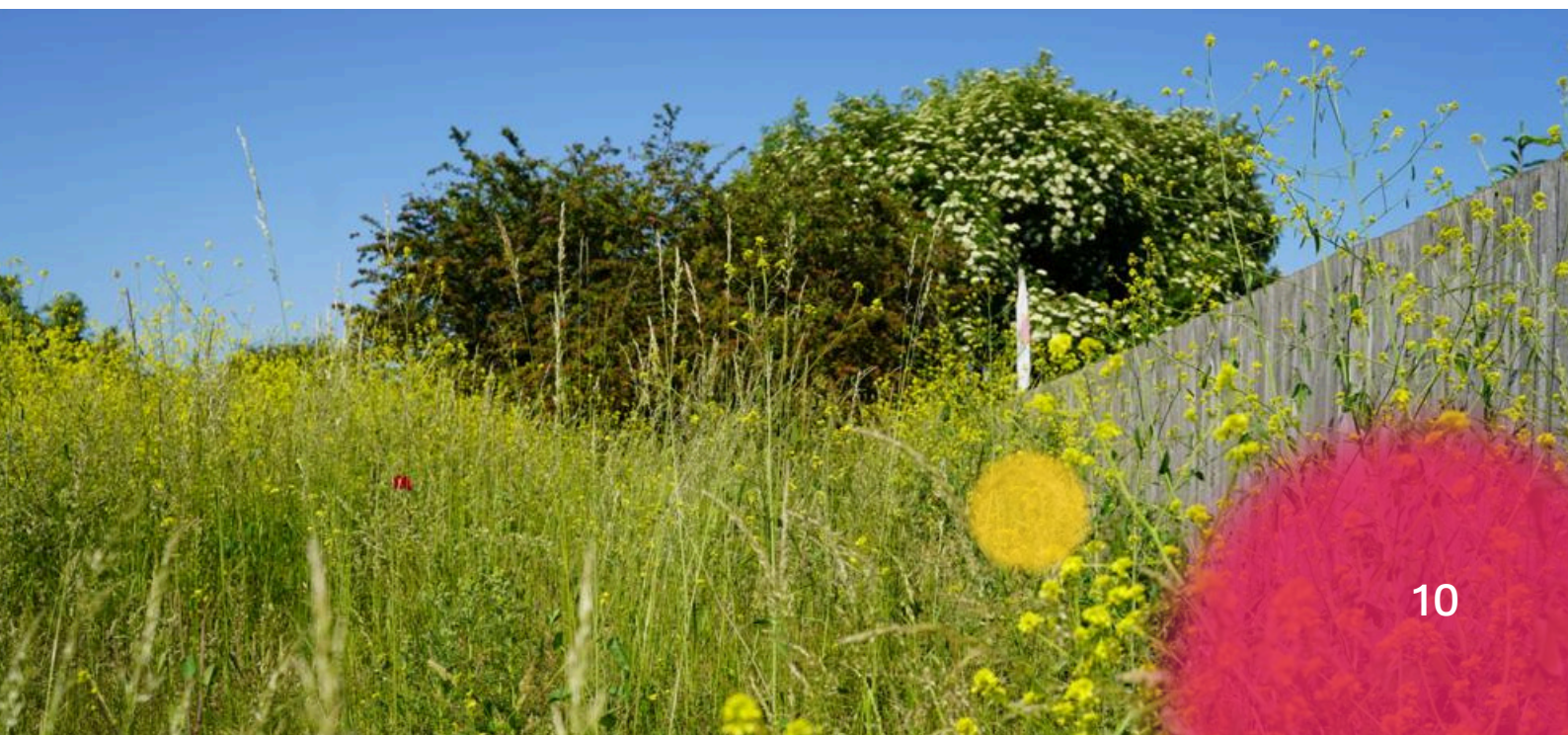
At LHP, we have the ambition to be a Net Zero organisation on or before 2050. We worked alongside consultants Sustainable Homes Index For Tomorrow (SHIFT) Environment to develop our Net Zero Roadmap which launched in 2023, covering Scope 1, 2 and 3 emissions.

Our Net Zero Roadmap includes 3 optional pathways to reach Net Zero by 2050, all of which have interim, costed targets that align with the Science Based Targets Initiative (SBTi). 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.

We have calculated our carbon emissions annually since the 2019/20 financial year. These calculations are verified by a third party to ensure accuracy. We are continually reviewing and improving our carbon data as a business against the Green House Gas Protocol, ensuring our data quality and quantity advances each year.

Scope (kgCO ₂ e)	FY2025	Increase/Decrease from previous year	FY2024	Increase/decrease from previous year
Scope 1	2,049,890.00	10.13%	1,861,372.12	-0.25%*
Scope 2	377,320.00	-6.04%	401,572.69	-0.25%*
Scope 3	23,653,460.00	-11.11%	26,609,183.75	-6.20%
Total GHG emissions	26,080,670.00	-9.67%	28,872,128.56	-5.86%

*Prior to 2025, Scope 1 and 2 figures were combined. This means Scope 1 & 2 had a -0.25% decrease compared to 2023.



Retrofit

At LHP, we recognise that 91% of our carbon emissions come from our properties, and because of this, we have huge ambitions when it comes to increasing the energy efficiency of our customers' homes; with us already having 89% of homes at a SAP69 rating or above.

Following our first carbon baseline for the 2019/20 financial year, we launched our Net Zero Roadmap. Formalising our ambition to be Net Zero by 2050, our roadmap expected us to have an average Standard Assessment Procedure (SAP) score of 75 across our homes by 2025, and we successfully achieved this with a current average SAP rating of 75.9. This significant process is largely down to our EPC C Programme.

Our Award Winning Social Housing Decarbonisation Fund (SHDF) Wave 2.1 project has played a momentous role in catalysing our progress towards EPC C, reducing carbon emissions by an estimated 300,000 kgs of CO₂e annually and decreasing the risk of fuel poverty across our neighbourhoods. We match funded our successful bid to the Social Housing Decarbonisation Fund (SHDF), creating a project worth over £16m. The project installed external wall insulation to 305 of our customers' homes in the 2024/25 financial year and air source heat pumps to a further 23; saving customers an estimated £275 each year on energy bills. Coupled with our ECO4 projects which have improved 191 properties through this year, great strides have been taken to improve customer homes across Lincolnshire.



Over **600** homes retrofitted in the 24/25 financial year.

Case Study: Our SHDF Wave 2.1 Project

Our £16m SHDF project has improved 650 homes across two of the most deprived areas in the UK, installing External Wall Insulation (EWI) to 627 homes, alongside Air Source Heat Pump's (ASHP's) to a further 23.

- 650 homes improved
- 300,000 kgs CO₂e saved annually
- £275 estimated savings on energy bills
- Successfully recognised with four awards



Climate Risk

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 GIS system so that flood risk for each property can be easily identified. We have also kickstarted a partnership with Previsico, a leading flood risk assessment service in the housing sector. This project ensures that we have a risk assessment for surface water flood risk, producing a management plan for the areas at highest risk. Our first SHIFT Assessment also found that 82.34% of our homes are adapted to flood risk.

Overheating risk

Our first environmental SHIFT Assessment deemed that 95.7% of our homes are adapted to the risks of overheating. We will continue to monitor this and review potential adaptations for homes at risk of overheating.

Increased drought risk

We are yet to understand the extent to which droughts may impact our properties.



Ecology

LHP played a pivotal role in the sector's Green Spaces advisory board, working with other Housing Associations to understand how we can increase the value of our green spaces for customers and local wildlife. We have the ambition to introduce 5 new biodiversity sites each year, and work alongside our grounds maintenance contractors to ensure we introduce the correct habitats for our various green spaces. We planted 44 trees in the last year and continued to work on improving our existing sites.

We will continue to embed biodiversity Key Performance Indicators (KPIs) across our contractors to ensure that the value of our green spaces is a core priority across decision making. During this financial year, we welcomed a Lincoln University student to explore customer perceptions of green spaces. Despite a low response rate, valuable insights were gained, alongside an infographic to help engage customers on biodiversity. We will explore the benefits of introducing a biodiversity strategy throughout the next financial year.

Resource Management

Our annual SHIFT Assessments identified that 40.5% of our purchased materials are currently responsibly sourced. We are continuing to work alongside our suppliers to improve the data we hold on purchased materials and pollutants present across our work, while also pushing for an increase of responsibly sourced materials. Through our planned maintenance partner Fortem, we utilise 100% responsibly sourced timber across the contract and track the source of other materials within annual environmental supply chain surveys. We established our first waste baseline in 2022, with waste outputs for waste and water now being tracked through annual environmental assessments. 95.1% of our materials are diverted from landfill and we are working towards improving the transparency of waste data across both our offices.

While we don't currently have dedicated strategies for the resources discussed in this report, we recognise that having such a strategies is an important mechanism to ensure our commitment to minimise the impact that our activities have on the planet. We will look to further progress our understanding of these impacts.



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.

Affordability and Security

2024-2025	Number, and share, of existing homes (owned and/or managed and 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	# of General Needs (social rent) units	9621
		# of Intermediate Rent units	218
		# of Affordable Rent units	242
		# of Supported Housing units	0
		# of Housing for Older People units	1723
		# of Low-cost Home Ownership units	352
		# of Care Home units	30
		# of Private Rented Sector units	0
		# of Other units	0
2023-2024	Number, and share, of new homes (owned and/or managed, and 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	# of General Needs (social rent) units	9589
		# of Intermediate Rent units	218
		# of Affordable Rent units	276
		# of Supported Housing units	0
		# of Housing for Older People units	1714
		# of Low-cost Home Ownership units	350
		# of Care Home units	30
		# of Private Rented Sector units	0
		# of Other units	0



At LHP, we have various support services for customers facing financial hardship, all of which are discussed within this report. Alongside our Money Support Service, we have improved the energy efficiency of over 600 homes in the last year, with our Social Housing Decarbonisation Fund (SHDF) programme expected to save customers £275 annually.

While providing support for customers with energy bills, we are also committed to ensuring long-term stability and security for our residents through other means. We provide security of tenure primarily through the tenancy agreements we offer. In most cases, residents are granted lifetime tenancies at the outset of their tenancy, subject to satisfactory conduct and compliance with the terms of the agreement.

These lifetime tenancies give residents the right to remain in their homes for as long as they choose, provided there are no breaches of tenancy. This approach supports housing stability, promotes community cohesion, and gives residents the confidence and assurance of a secure home. In addition, we follow all relevant legislative frameworks and regulatory guidance to ensure our tenancy management practices uphold residents' rights and reflect best practice in the sector.

Building Safety

% of homes (with gas safety checks)	99.75%
% of homes (with fire risk assessments)	100.00%
% of homes (with electrical safety checks)	99.81%
% of homes that meet the national housing quality standard	100.00%
% of homes (with asbestos checks)	100.00%
% of homes (with legionella assessments)	100.00%
% of homes (with lift safety checks)	100.00%



Damp and Mould

When LHP are alerted to a possible damp or mould risk within one of our properties, the customer will answer a questionnaire to aid LHP in identifying the correct route to take. This route would typically be:

- Step 1 - Initial Mould wash of effected areas.
- Step 2 - Damp Case opened: property is surveyed by competent surveyor (if damp or extended mould issues are found on initial visit).
- Step 3 - Works identified at survey are allocated to operatives and booked in for completion.

# of cases of damp and mould	1335
% of homes	5.54%

We are currently delivering a trial of environmental sensors across our damp and mould properties, allowing us to gain insightful information around the internal environment of the customer’s home. Over time, this data will allow LHP to become proactive against damp and mould cases.



Resident Voice

79.90% of customers were satisfied for Tenant Satisfaction Measures (TSM) question TP01: “Taking everything into account, how satisfied or dissatisfied are you with the service provided by LHP”. This relates to our Low-Cost Rental Accommodation (LCRA) customers only. This has seen a 2.74% drop compared to last year and is likely driven by the challenges faced by our Repairs Service. During 2024/25 we developed a new quarterly report to summarise the results we receive but with a focus on the qualitative feedback as part of the broader TSM surveying. This has provided more of a focus on how customers are feeling.

LHP is compliant with the Housing Ombudsman Complaint Handling Code, as a statutory requirement. In line with the code, LHP offers customers a 2 stage complaints process. Customers are also advised at all stages of their complaint that they can approach the Ombudsman for advice or support, as is their right through the code. Once complaints are responded to, customers are provided with details of their escalation route should they seek further investigation via the Ombudsman.

There is a suite of KPI's that measure our compliance with the deadlines set out in the code, and these are mirrored in our LHP Complaints Policy. Learning, trends and themes are reported to senior leadership on a monthly and quarterly basis. They are also reported to our Member for Complaints on the Board on a quarterly basis, where reports are then sent to committee and the Board. Our customer complaint panel is also involved in this review on a quarterly basis, and information is then shared via the LHP website and the customer magazine to communicate to the wider customer group.

We had 4 complaints upheld in the last financial year. A review of our mutual exchange policy was completed following learning from a stage 1 & 2 complaint. This introduced a joint visit to the beginning of this process to ensure that customers were aware of their obligations throughout. Customers going through investment works are now met with and guided through that process in a first meeting before works commence. Customers can review designs and work plans and are provided with a schedule of works and who the main contacts are following learning from a stage 1 complaint.



Resident Support

At LHP, we place the resident - our customer - at the heart of all we do. To provide support for our residents, we offer a range of services:

1. **Money Support Service:** We offer one-to-one financial guidance to help customers manage their budgets, access benefits, and address debt concerns. Throughout the last financial year, our Money Support Service dealt with **2152 referrals**, receiving a **satisfaction rate of 94.8%**.
2. **Hardship Fund:** Available to customers in financial crisis, this fund can assist with essential costs and help prevent tenancy breakdown. The team **secured £745K for households** via financial inclusion interventions, helping **236 more customers** than the previous financial year.
3. **Recharge Payment Support:** Where property cleaning or minor works are required, we offer flexible recharge payment options to support customers in maintaining their home environment.
4. **Free 'Skip-It' Events:** These community-based events provide customers with the opportunity to dispose of unwanted household items at no cost, helping them to keep their homes safe and clutter-free.
5. **Employment and Recruitment Events:** In collaboration with our contractors, we host events that offer recruitment guidance, CV support, and direct access to job and training opportunities.
6. **Support Referrals:** We make referrals to external support services, including health, social care, and wellbeing agencies, to ensure customers receive the help they need.
7. **Management Moves:** Where appropriate, we support management moves—particularly in cases of health, safety, or vulnerability—to ensure customers are placed in accommodation that better meets their needs.
8. **Customer Insight Meetings (Sheltered Schemes):** In our sheltered schemes, we hold regular customer insight meetings to gather feedback, identify support needs, and co-produce solutions that enhance the quality of life for residents.

These services are proving effective in improving outcomes for our customers - enhancing financial stability, supporting independent living, and promoting stronger community connections. Our ongoing commitment to partnership working and proactive engagement ensures that support is responsive and meaningful.



Social Value

We are committed to meaningful community investment and fostering positive outcomes in the neighbourhoods where our homes are located. Our approach is centred on partnership working, local engagement, and creating spaces where customers feel heard, supported, and proud of where they live.

Community Investment



Neighbourhood Action Plan (NAP) Meetings:

We hold monthly NAP meetings, bringing together partners, contractors, and engaged customers to collaboratively address local issues. These meetings offer real insight into the lived experiences of our customers and help shape targeted actions to improve their homes and surroundings.



Engagement Events:

We organise regular events tailored to the specific needs of local communities. These events help us connect with customers in a meaningful way, build trust, and offer opportunities for feedback, learning, and support.



Partnership Working:

We work closely with local partners, including schools, contractors, and community organisations, to gain a deeper understanding of our neighbourhoods. This collaborative approach allows us to address wider community needs beyond housing, such as education, employment, and wellbeing.



Estate Walkabouts:

Our teams regularly carry out estate walkabouts to engage directly with customers, identify concerns, and respond to environmental or housing issues in real time. These walkabouts help foster visibility and accessibility, building stronger relationships with residents.



Digital Engagement:

We actively use social media and digital platforms to communicate with customers, promote local initiatives, share key updates, and provide another accessible channel for feedback and dialogue.

Through these community investment activities, we aim to not only manage homes but to contribute to thriving, resilient, and connected neighbourhoods. Our work supports safer, cleaner, and more inclusive communities where customers feel empowered and involved in shaping their local environment.

Case Study: Playpark in Immingham

While we do not currently calculate the monetary value of our social value activities, we track supplier commitments through an ESG tracker, ensuring our partnerships can be used to benefit local communities.

Through our SHDF Wave 2.1 Project, we worked alongside our delivery partners at E.ON to introduce a new playpark to the Immingham community. Following the collection of customer feedback at the start of the project, it was evident that the community felt the area was lacking a space for children to play safely.

Using the social value credits within the contract, we introduced a new playground which will be maintained by Immingham Town Council. The playpark was visited by many stakeholders as part of its official opening, including E.ON, local authorities, and the Department for Energy Security and Net Zero.



Governance Sustainability

To encourage transparency across our sustainability work, we became adopters of the Sustainability Reporting Standards for Social Housing in 2024. We are required to report against the 46 criteria annually, ensuring we are held accountable for continuous progress. Stringent governance is fundamental in our aim to exemplify best practice across ESG reporting.

Structure and Governance

As a not-for-profit housing association, we are registered with the Regulator of Social Housing, with the Regulator confirming our G1/V2/C2 ratings during the year.

LHP's Board oversee programmes to reduce carbon emissions from our housing stock, ensuring homes meet EPC targets and futureproofing against climate risks. The Board also ensures that LHP complies with environmental regulations and funds (e.g. SHDF), they also monitor risks around damp and mould, building safety, and safeguarding, through tenant satisfaction measures and performance data. They scrutinise whether services meet the needs of diverse customers and ensure tenant voice is integrated in decision-making. Governance frameworks are in place to meet expectations under the Governance and Financial Viability Standard and monitor emerging regulatory requirements (e.g. Consumer Standards / Awaab's law).



Board and Trustees

Board Diversity

% of board that are women	57.14%
% of board that are BAME (Black, Asian and Minority Ethnic)	14.29%
% of board that are residents	7.14%
% of board that have a disability	7.14%
Average age of board members (years)	55.3
Average board tenure (years)	2.12

The diversity data presented above includes all Board Members, Independent Committee Members and Trainees (raw data attached). 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 those from an eastern European background to be more representative of the communities that we serve. The 2024 trainee recruitment campaign encouraged applicants with direct lived experience of social housing and / or our communities with the independent review of the skills matrix, identifying these as core skills which were approved by the Board.

All Board / Committee Reports & Policies identify customer insight /consultation from a range of sources such as complaints, surveys, testimonials, co-design, formal customer meetings (etc) and 2024 saw induction of new Equality Impact Assessments (EQIAs). On a quarterly basis, the Board hear customer journeys and a representative from the Customer Scrutiny Panel attends. 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. There are two positions (one currently vacant) for Independent Customer Operation Committee Members.

As part of the external Board effectiveness review 2024 and Regulator for Social Housing (RSH) inspection, further improvements were identified to strengthen customer influence in decision making which is now a priority in the Everyday Better Change Programme 2025-2027 with a number of workstreams being undertaken. We complete board effectiveness reviews annually with independent reviews once every three years. The latest external review by the connectives was presented to Board on 3 September 2024. A succession plan has been provided to the Board in the last 12 months with regular updates. Oversight of our succession plan is delegated by the board to the People & Governance Committee.

% of board

50%

% of management team

41.67%

Turnover rates of the Board and Management Team

100% of the board are non-exec directors.

Our external audit partner has been Beever and Struthers for **5 years**.

LHP has applied the National Housing Federation (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 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.



Staff Wellbeing

Equality, Diversity and Inclusion

At Lincolnshire Housing Partnership (LHP), we are committed to embedding equality, diversity and inclusion (EDI) across our workforce through practical actions, strong leadership, and meaningful engagement. In our 2024–2025 financial year, we've delivered a wide range of initiatives to create an inclusive workplace and ensure colleagues feel supported, respected, and represented. These include:

Building Leadership and Accountability

We have made EDI a strategic priority, with dedicated leadership and governance in place. In 2024, we recruited an EDI Manager to lead on colleague inclusion and implement a clear action plan focused on meeting colleagues' needs. This plan is aligned with the Social Housing Equality Framework (SHEF) and is regularly reported to leadership.

Several members of our Corporate Leadership Team (CLT) completed an externally accredited course: Level 2 – The Foundations to Being an Effective D&I Leader by Diversity and Inclusion Leaders. This course has helped accelerate workplace inclusion by enhancing strategic understanding of EDI at leadership level.



Colleague Voice and Engagement

We launched an internal EDI working group made up of colleagues from across the business, giving colleagues a direct voice in shaping the inclusion agenda. This group plays a key role in identifying priorities, co-creating solutions, and keeping EDI visible in everyday work.

In early 2025, we launched our first organisation-wide colleague EDI data collection exercise. The aim was to better understand our workforce, identify barriers, and inform future planning. A supportive internal comms campaign helped build trust and engagement.

We have also trained over 30 Mental Health First Aiders across the business to support psychological safety and colleague wellbeing, further reinforcing our inclusive and responsive culture.



Learning and Development

We have made EDI learning a core part of our organisational culture. As of April 2025, 96% of colleagues have completed mandatory EDI training, and 98% have completed Unconscious Bias training. These high compliance rates reflect strong engagement across the organisation.

We also joined Inclusive Employers as members, giving us access to expert resources, webinars, and tools to support further training and development. Our first Inclusion Week celebration was a success, with a series of interactive sessions on diverse topics such as disability, gender, and intersectionality, helping colleagues build confidence and understanding around EDI.

Accreditation and Continuous Improvement

In 2024, we were proud to achieve Investors in Diversity (ILD) accreditation, recognising our commitment to building an inclusive culture and embedding EDI across all areas of the organisation. This external recognition helps us benchmark our progress and identify opportunities for further growth.

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

% gap

3.46%

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

Ratio

6.08



Wellbeing and Development

The wellbeing of colleagues is a significant priority to LHP. We have 35 mental health first aiders across LHP that support staff. This internal process means that it is quick and easy for a colleague to contact a first aider through our internal SharePoint site via a Microsoft form. National Examination Board in Occupational Safety and Health (NEBOSH) stress awareness training has also been delivered to a number of managers across the business.

In addition to our internal mental health support, we partner with Westfield Health for all colleagues, which means they receive Level 2 healthcare for themselves and their children. This package includes a 24-hour doctor line, dentist support, financial help with opticians, chiropody, physiotherapy, consultancy meetings, up to 6 CBT sessions.

Due to the imminent release of the Competency and Conduct Standards, meaning leaders within housing associations need to have a housing qualification, we have identified a number of leaders requiring to complete qualifications. Six colleagues are currently in progress with their qualifications, with a further four starting in September 2025. A wide range of courses are added to our learning management system (AcadeME) where colleagues can book on courses they feel would benefit them.

What % of employees have received qualification(s) that are relevant for their professional development within the reporting period?

32.30%



Supply Chain

Social value is considered for all planned procurements worth £30k (inclusive of VAT) or more. This is recorded in the procurement requisition. A blank procurement approval form is included for reference as well as evidence of a recent procurement. LHP ask a series of questions in the tender document relating to environmental impact. The details are included in the template ITT document attached and evidence of the grounds maintenance contract tendered within the last 12 months. Topics cover the environmental impact, net zero approaches and waste disposal. This forms part of a 20% weighting on all tenders.



If you would like to receive this information in **another format** such as large print, Braille or audio, please contact communications on **0345 604 1472** or email **communications@lincolnshirehp.com**





Contact us



0345 604 1472



info@lincolnshirehp.com



@LincolnshireHP

Write to us

Cartergate House

26 Chantry Lane

Grimsby

DN31 2LJ

Chantry House 3

Lincoln Lane

Boston

PE21 8RU

Lincolnshire Housing Partnership Limited is registered as a charitable Community Benefit Society under the Co-operative and Community Benefit Societies Act 2014 with registered number: 7748.

Registered Office: Cartergate House, 26 Chantry Lane Grimsby North East Lincolnshire, DN31 2LJ



**Lincolnshire
Housing
Partnership**

**Contact us on 0345 604 1472
or
visit www.lincolnshirehp.com**