

Environmental, Social and Governance Sustainability Report

August 2026

LHP Lincolnshire Housing Partnership

Executive Summary



Sustainability is central to how Lincolnshire Housing Partnership delivers its purpose: Great Homes. Strong Communities. It shapes everyday decisions, from investing in homes and supporting customers, to working with partners and planning for the future.

This report summarises progress during 2025/26 and shows how sustainability is becoming embedded across the organisation. Rather than operating as a separate programme, it now informs how we manage homes, strengthen communities and deliver long-term value.

Over the past year, we have continued to improve the quality and energy performance of our homes, helping to create properties that are warmer, safer and more affordable to live in. We have also maintained our focus on building safety, giving customers confidence that their homes are well managed and compliant.

Supporting people remains at the heart of our work. Throughout the year, we have worked with customers, colleagues and partners to improve neighbourhoods, strengthen communities and provide support where it is needed most. Through targeted investment, community initiatives and customer support services, we aim to create lasting social value beyond bricks and mortar.
We also continue to strengthen the role of environmental, social and governance considerations across the organisation. Sustainability is increasingly reflected in strategic planning, procurement, investment decisions and performance reporting, helping us remain accountable, transparent and focused on positive outcomes.

Looking ahead, we are also embarking on an ambitious programme of sustainable growth. During the year, our Board approved a ten-year target to deliver up to 2,350 new homes between 2026 and 2036, supported by a detailed Growth Plan from April 2027. This represents one of the most significant strategic commitments LHP has made in recent years and reflects our determination to play a leading role in addressing Lincolnshire's housing needs. By delivering high-quality, energy efficient homes and creating sustainable communities, we will ensure our future growth supports both our customers and our long-term sustainability ambitions.

While we are proud of the progress made during the year, we also recognise that the challenges facing the housing sector continue to evolve. Responding to climate change, meeting changing regulatory requirements and supporting customers through economic pressures will require continued collaboration, innovation and long-term investment.

This report celebrates progress while recognising that sustainability is an ongoing journey. By continuing to learn, adapt and work with customers, colleagues and stakeholders, we are building a more resilient organisation and helping create homes and communities that can thrive for generations to come.

Simon Parkes CEO

About this Report

This report presents Lincolnshire Housing Partnership's Environmental, Social and Governance performance for the period 1st April 2025 to 31st March 2026.

Prepared in accordance with the Sustainability Reporting Standard, it provides a transparent overview of our environmental, social and governance performance, highlighting progress made, challenges still to address and priorities for the future.

While the Sustainability Reporting Standard provides the framework for this report, our ambition extends beyond monitoring and compliance. We want to show how sustainability supports our wider purpose by helping us provide safer homes, strengthen communities, improve services and make responsible decisions.

Unless otherwise stated, the information contained within this report is drawn from our 2025/26 SRS submission and other verified organisational performance data. Performance information is supported by LHP's established internal reporting and governance processes, alongside independent external assessment through the SHIFT Sustainability Standard. As part of the SHIFT assessment process, LHP's organisational carbon emissions are independently calculated and assessed, providing additional confidence in the emissions data reported within this document.

The SRS provides a consistent framework that enables LHP to report transparently and track progress over time. It forms part of our wider approach to sustainability, governance and performance management, helping us understand where we are making progress and where further action is needed.

This report provides a balanced account of the progress achieved during 2025/26, the areas where we are continuing to develop and the priorities that will shape our sustainability work in the years ahead.

At A glance

Key metrics from LHP's 2025/26 sustainability performance are summarised below, reflecting progress across environmental, social and governance priorities.

Futureproof Homes: Warm, energy efficient homes for our customers in 2025/26



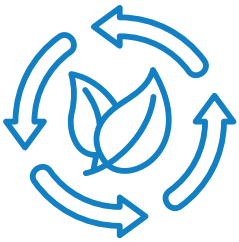
Existing homes rated EPC Band C or above 63.27%

Improved through retrofit activity in 352 homes

Wider retrofit programme investment £2.9 million

Fire, asbestos, legionella and lift safety compliance 100%

Greener Spaces: Sustainable communities that are green and healthy in 2025/26



Total reported Scope 1, 2 and 3 emissions 24,071.91 tCO_2e

Overall emissions intensity across the stock 2.03 tCO_2e/home

Approximate year-on-year reduction in total emissions 7.7%

Overall recycling and recovery performance 99.96%

Vibrant Places: Empowered and engaged customers and colleagues in 2025/26



Customer events delivered in the period 12 events

Customers satisfied with overall service 80.24%

Financial inclusion support secured for customers £688,616

LHP's regulatory status during C2-G1-V2

About Lincolnshire Housing Partnership

Lincolnshire Housing Partnership (LHP) is one of the largest housing providers in Lincolnshire, providing affordable homes and services to communities across the county. Our purpose, Great Homes. Strong Communities guides everything we do, we believe everyone deserves a safe, secure and affordable home, and we work with customers, local authorities, community organisations and supply chain partners to create places where people can thrive.

Sustainability is central to achieving this ambition, shaping how we invest in homes, respond to climate change, support customers and strengthen neighbourhoods. As expectations of the housing sector continue to evolve, we remain committed to balancing environmental responsibility, social impact and sound governance so that every investment delivers lasting value for customers and communities.

Our Approach to Sustainability

At LHP, sustainability is not a separate workstream, it is woven into how we plan, invest and deliver services. Environmental, social and governance issues are closely connected. Improving energy efficiency reduces carbon emissions and creates warmer, healthier homes; investing in communities strengthens resilience and wellbeing; and strong governance ensures decisions remain responsible, transparent and focused on the long term.

For our customers, sustainability means living in warmer, more affordable homes and communities that people are proud to call home, with support available when it is needed most. For our colleagues, it means considering the environmental, social and financial impact of everyday decisions. For LHP as an organisation, it means taking a long-term view by investing responsibly, managing risk effectively, and ensuring our homes and services continue to meet the needs of current and future generations. This report is structured around three interconnected pillars that reflect the issues most material to our organisation:

Environmental

Reducing our environmental impact by improving the energy performance of our homes, cutting greenhouse gas emissions, enhancing biodiversity and using resources responsibly.

Social

Putting customers at the heart of everything we do, providing safe, warm and affordable homes and investing in neighbourhoods to create lasting social value.

Governance

Providing the foundation for sustainable decision-making through effective leadership, robust risk management and transparent reporting.

Together, these pillars guide how we plan, invest and measure progress, and they structure the remainder of this report.

Environmental

Tackling climate change requires sustained investment, evidence-led decision-making and a clear understanding of the risks facing our homes and communities. During 2025/26, LHP continued to progress towards its ambition of becoming a Net Zero organisation on or before 2050 through investment in retrofit, improved energy efficiency, climate risk assessment and biodiversity initiatives. Progress during the year has been strong, but the scale of the challenge remains significant. Achieving our long-term ambitions will require continued investment, partnership working and innovation as we improve existing homes and support customers through the transition to a low-carbon future.

Improving the Energy Efficiency of Our Homes

Improving the energy performance of our homes is central to reducing carbon emissions, supporting customer affordability and creating warmer, healthier places to live. Our existing stock continues to improve through targeted retrofit, informed by stock condition data, EPC information and wider asset intelligence.

The energy performance profile of our existing homes for financial year 25/26 are set out below:

EPC rating	Percentage of existing homes
A	0.41%
B	9.05%
C	53.81%
D	24.76%
E or below	4.32%
Unknown	7.65%

Overall:

- 63.27% of existing homes are rated EPC Band C or above.
- The average SAP rating of existing homes is 76, with an average energy use intensity of 102 kWh/m²/year.
- Investment continues to be targeted at homes where improvement will deliver the greatest benefit to residents and contribute most to our Net Zero ambition.

Retrofit Delivery

During 2025/26, LHP delivered retrofit improvements through the Social Housing Fund programme, reducing energy demand, improving comfort and cutting carbon emissions:

Retrofit measure / indicator	2025/26 progress
Homes improved through retrofit activity	352 homes
Wider retrofit programme investment	£2,917,350.48
Measures delivered	Solar photovoltaic installations, insulation improvements, ventilation improvements and low carbon heating upgrades

These measures target homes where investment delivers the greatest environmental and social benefit, improving SAP performance and reducing emissions while supporting residents through energy affordability challenges. We continue to explore how improved data and technology can sharpen the targeting of future investment.



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Reducing Carbon Emissions

Reducing greenhouse gas emissions is central to our Net Zero ambition. Total reported emissions for 2025/26 were:

Emissions category	2024/25 (tCO_2e)	2025/26 (tCO_2e)	Change from previous year
Scope 1	2,049.89	1,618.49	🟢 ▼ -21.04%
Scope 2	377.32	252.28	🟢 ▼ -33.14%
Scope 3	23,653.46	22,201.14	🟢 ▼ -6.14%
Total emissions	26,080.67	24,071.91	🟢 ▼ -7.70%

Overall emissions intensity was 2.03 tonnes CO_2e per home. Scope 3 emissions, principally purchased goods, services and wider supply chain activity, continue to account for the majority of our footprint, reflecting the scale of the organisation.

Compared with the previous reporting year, LHP achieved an approximate 7% reduction in total carbon emissions, driven by energy efficiency investment, retrofit delivery, improved carbon data and greater consideration of sustainability within procurement. Sustaining this trajectory will require continued focus on emissions from both operational activity and the wider supply chain.



Our Net Zero Ambition

LHP has an ambition to become a Net Zero organisation on or before 2050. Our Net Zero Roadmap, developed with SHIFT Environment and launched in 2023, aligns our commitment with the Science Based Targets initiative (SBTi).

Our approach focuses on improving the energy efficiency of existing homes, delivering targeted retrofit, reducing operational emissions, working with suppliers to improve sustainability performance, and using data to guide investment decisions.

LHP does not yet have a fully costed Net Zero transition plan. Developing clarity on investment requirements, funding opportunities and delivery pathways is an important next step in our journey.

Climate Risk and Adaptation

Increased flood risk

Working with the University of Lincoln, we previously completed a flood risk assessment of our stock using the Environment Agency's Open Flood Risk by Postcode dataset, now incorporated into our Geographic Information System to support property-level decision-making. We have also commenced work with Previsico, a specialist flood risk provider, to strengthen our understanding of surface water flood risk and support management plans for areas at greatest risk.

Wider Climate Risks

LHP has not yet completed formal assessments of overheating, wildfire, storm or transition-related climate risks. As our approach develops, we will strengthen our understanding of these risks and consider how they should inform asset management, investment planning and organisational resilience.



Sustainable Procurement, Materials and Waste

Sustainability is embedded in procurement through mandatory ESG evaluation criteria, representing 20% of the overall quality evaluation score for relevant tenders and assessed by an internal ESG specialist panel. Suppliers are required to evidence their approach to reaching Net Zero by 2050, carbon reporting (Scope 1, 2 and 3 where available), waste management and wider environmental and social commitments. Where procurement is undertaken through framework providers, sustainability considerations are embedded through the framework evaluation process. An ESG tracker records supplier commitments and enables contract managers to monitor progress throughout the life of each contract.

Waste and Resource Efficiency

LHP monitors waste generated through operational and maintenance activity in partnership with contractors and waste management providers:

Waste measure	2025/26 performance
Waste material managed across operational sites and tipping locations	Approximately 1,393 tonnes
Overall recycling and recovery performance	Approximately 99.96%

The majority of waste streams achieved full diversion from landfill. As our ESG framework develops, we will strengthen reporting on material reuse, responsible sourcing and lifecycle impacts.



Biodiversity and Green Spaces

LHP is committed to enhancing biodiversity and protecting the natural environment across its neighbourhoods. During 2025/26, LHP worked with grounds maintenance contractors, specialist ecological consultants and local stakeholders to identify potential biodiversity enhancement opportunities for future delivery in 2026/27. This includes working with community groups, local authorities and residents to understand local priorities and identify projects that can deliver meaningful benefits for local communities and the environment. This collaborative approach will help to establish a pipeline of projects that will enhance habitats, support local wildlife and improve green spaces for customers and communities.

LHP also continued to recognise the significant environmental, social and amenity value of its tree stock. Using the nationally recognised Capital Asset Value for Amenity Trees (CAVAT) methodology, trees are assessed as valuable natural assets. The CAVAT system assigns a monetary value to trees based on factors including their location, size, condition, potential longevity and the number of people who benefit from them.

For LHP, this provides a consistent way of recognising the wider value of mature trees when planning investment and improvement works. It supports a balanced approach to sustainability, recognising that carbon reduction and energy efficiency measures should be delivered alongside the protection and enhancement of biodiversity, green spaces and the wider natural environment.

During 2025/26, LHP's tree stock had a total CAVAT valuation of:

Grimsby and surrounding areas: £42,400,320.49
Boston and surrounding areas: £26,200,192.28

These figures represent a total of 8,911 trees across our porfilio, compromised of a wide range of species.

These valuations demonstrate the substantial environmental, social and amenity value of LHP's trees and reinforce the importance of their ongoing management, protection and enhancement as part of LHP's wider sustainability and biodiversity commitments.

Together, these measures demonstrate LHP's commitment to protecting and enhancing the natural environment, while improving the quality and value of the green spaces that customers and communities benefit from.

Biodiversity and Green Spaces measure	2025/26 progress
Biodiversity enhancement projects	Worked with grounds maintenance contractors and specialist ecological consultants to identify biodiversity enhancement opportunities for delivery in 2026/27.
Total CAVAT value of tree stock	Grimsby and surrounding areas: £42.4m; Boston and surrounding areas: £26.2m
Total number of tree stock	8,911
Average biodiversity net gain for new developments gaining planning permission	10%

For new developments, our approach reflects Biodiversity Net Gain requirements, with an average net gain of 10% reported for developments that gained planning permission during the year.

Responsible Materials and Supply Chain Sustainability

LHP does not currently have a standalone responsible sourcing strategy but is planning to develop one by 2027 as part of the continued development of its ESG framework. Existing procurement arrangements already consider supplier sustainability performance, including environmental management, carbon reporting and waste practices, through ESG evaluation criteria. We will continue to strengthen supply chain engagement and reporting requirements.

Water Management

Water resilience is becoming increasingly important as climate change affects rainfall patterns and long-term resource availability. LHP is developing a formal water management strategy as part of its wider ESG framework. Current activity includes monitoring water consumption and cost across communal areas, sheltered housing schemes, offices and landlord supplies, with monthly utility reporting supporting improved understanding of consumption trends.

Future Growth

During 2025/26, our Board approved an ambitious ten-year growth target to deliver up to 2,350 new homes between 2026 and 2036, representing one of the most significant strategic commitments in Lincolnshire Housing Partnership's recent history.

This ambition reflects our determination to play a leading role in addressing Lincolnshire's housing needs by increasing the supply of high-quality, affordable homes and creating sustainable communities for the future.

Our growth programme will be supported by a comprehensive Growth Plan, launching from April 2027, which will set out our delivery priorities, investment approach and partnership opportunities while ensuring growth remains financially sustainable and aligned with our corporate objectives.

Sustainability will be embedded throughout the programme. New developments will be designed to maximise energy efficiency, enhance biodiversity, improve climate resilience and create places where people and communities can thrive. Through this approach, our growth will deliver lasting environmental, social and economic value while supporting our purpose of Great Homes. Strong Communities.



Sustainable New Homes

New homes provide an opportunity to deliver higher energy efficiency and reduce future environmental impact. Homes completed during 2025/26 achieved:

EPC rating	Percentage of new homes
A	9.10%
B	76.40%
C	14.50%
D	0%
E or worse	0%

All new homes completed during the year achieved EPC Band C or above, with an average SAP rating of 85. This supports lower running costs and improved long-term sustainability for residents.

Supporting Residents Through Energy Costs

Improving energy efficiency is both an environmental priority and a means of supporting residents through ongoing affordability pressures. During 2025/26, 352 homes were improved through the Social Housing Fund retrofit programme, delivering solar PV, insulation, ventilation and low-carbon heating upgrades that reduce household energy demand and improve thermal comfort. This investment is complemented by customer support services providing advice, assistance and signposting for residents facing affordability challenges.

Looking Ahead

Over the coming year, LHP will build on this progress by continuing investment in retrofit and energy efficiency, progressing the Net Zero roadmap, strengthening climate risk assessment, and expanding biodiversity and responsible sourcing activity. Full priorities for 2026/27 are set out later in this report.



Social

A good home provides the foundation for health, wellbeing and opportunity, but thriving communities require more than well-managed buildings. Our approach to social sustainability is centred on people, providing safe, high-quality homes, listening to customers, supporting those who need it most, and investing in communities so people can live independently and confidently. Throughout 2025/26, as many households faced ongoing financial and social pressures, our focus remained on practical support, service improvement and partnership working across Lincolnshire.

Safe Homes

Providing safe, well-maintained homes remains LHP's highest priority. Compliance programmes are supported by robust governance, planned inspections and proactive asset management, ensuring statutory obligations are met and assurance remains strong.

Compliance area	2025/26 performance
Gas safety compliance	99.73%
Electrical safety compliance	99.64%
Fire safety compliance	100%
Asbestos management compliance	100%
Legionella risk assessment compliance	100%
Passenger lift safety compliance	100%
Homes meeting the National Housing Quality Standard	100%

Damp and Mould

Managing damp and mould also remains a key priority, with continued focus on early identification, effective intervention and addressing underlying causes through repairs, customer support and energy performance investment. Environmental monitoring and data-led approaches continued to support more proactive management of internal conditions during the year.



Listening to Our Customers

Customer feedback is gathered through Tenant Satisfaction Measures, customer panels, scrutiny, complaints and regular consultation, helping LHP identify improvements and ensure services evolve in response to need. During 2025/26, 80.24% of customers reported satisfaction with the overall service provided by LHP. This provides a positive foundation, while also highlighting the importance of continuing to listen, respond and improve.

Customers are embedded throughout LHP's governance arrangements, participating alongside colleagues and Board members in the Customer Forum, Customer Scrutiny Panel and Complaints Panel. These groups review organisational performance, contribute to policy development and provide recommendations that shape future service improvements, strengthening accountability and keeping customer experience central to decision-making.This strengthens accountability and ensures customer experience remains central to decision-making.

Learning from Complaints

Complaints provide valuable insight into customer experience. During 2025/26, 84% of Stage 1 complaints were responded to within the Housing Ombudsman's Complaint Handling Code timescales, with an average response time of eight working days.

LHP uses complaints as an important source of insight and learning, reviewing each case to understand root causes and identify opportunities to improve services. During the year, this learning contributed to reviews of Aids and Adaptations, neighbourhood communications, allocations and anti-social behaviour procedures, demonstrating how customer feedback continues to inform and strengthen service design and delivery.

Supporting Customers

Many customers continue to experience financial pressure from wider economic conditions and the cost of living. Through dedicated customer support services and partnership working, LHP provides practical advice, financial guidance and interventions that help customers sustain tenancies and improve financial resilience. During 2025/26, the Tenancy Sustainment Team continued to provide targeted assistance to customers experiencing financial difficulty, supporting access to advice, benefits and additional assistance:



Customer support outcome	2025/26 activity
Financial inclusion support secured for customers	£688,616
Customers Supported	2,234
Average support received (per customer)	£308.24

Sustainable tenancies depend on more than housing management alone, by working with customers and partners, LHP aims to remove barriers, build resilience and support long-term independence.

Investing in Communities

In Strong communities are built through collaboration, local investment and meaningful engagement. During 2025/26, LHP delivered 12 customer events, providing opportunities for customers to access support, share feedback and engage with partners.

The PLACE Panel (Place Improvement Panel) supports local initiatives that enhance neighbourhoods and improve community spaces, with projects assessed against identified community priorities to ensure investment delivers measurable value. This place-based approach allows investment to respond directly to local need while giving customers and partners a voice in shaping the communities where they live.

Delivering Social Value

ESG considerations are embedded within procurement, with 20% of procurement evaluation weighted towards Environmental, Social and Governance considerations. This reinforces LHP's expectation that suppliers contribute positively to the places where they work. Our approach to social value increasingly focuses on benefits that respond to local priorities: community investment, environmental improvement, skills development and partnership working. Improved monitoring of supplier commitments continues to strengthen the long-term social impact generated through procurement.

Looking Ahead

Supporting customers and strengthening communities will remain central to LHP's work. During the coming year, we will continue to maintain high standards of building safety, strengthen customer influence in decision-making, embed social value into procurement and invest in the neighbourhoods we serve. Full priorities for 2026/27 are set out later in this report.

Governance

Strong governance provides the foundation for delivering sustainable outcomes for customers, communities and the organisation. Effective governance ensures environmental, social and financial considerations are embedded into decision-making, enabling LHP to manage risk, maintain accountability and deliver its purpose of Great Homes. Strong Communities. Our approach is built around transparency, customer involvement, robust assurance and clear accountability; sustainability is not considered in isolation but forms part of strategic planning, investment decisions and performance management.

Board Oversight and ESG Governance

LHP's Board provides oversight of key ESG risks and opportunities, ensuring sustainability considerations remain integrated into organisational decision-making. The Board oversees progress on:

- Reducing carbon emissions from our housing stock.
- Improving energy efficiency and delivering retrofit programmes.
- Managing climate-related risks.
- Ensuring compliance with environmental regulations.
- Monitoring building safety, damp and mould risks and safeguarding performance.
- Reviewing customer satisfaction and service performance.

ESG risks are incorporated within LHP's wider risk management arrangements alongside other strategic risks. Regular performance reporting enables Board members to scrutinise progress, challenge performance and ensure investment decisions continue to support long-term resilience. LHP is not required to report against the Task Force on Climate-related Financial Disclosures (TCFD); climate risk is nonetheless considered through wider risk management and sustainability arrangements.



Regulatory Compliance and Assurance

During 2025/26, LHP maintained its regulatory status at C2-G1-V2, reflecting continued focus on effective governance, financial viability and operational delivery. Robust assurance arrangements are maintained across building safety, health and safety compliance, customer service performance, financial management, risk management and regulatory requirements.

During the reporting period, LHP was not subject to adverse regulatory findings resulting in enforcement or equivalent action relating to data protection breaches, bribery, money laundering or Health and Safety Executive enforcement action.

Customer Influence and Accountability

Customers are central to LHP's governance arrangements, participating alongside colleagues and Board members through the Customer Forum, Customer Scrutiny Panel, Complaints Panel and wider customer-focused governance activity. These groups review organisational performance, contribute to policy development and identify opportunities for service improvement, drawing on insight gathered through surveys, complaints, customer meetings, testimonials, co-design activity and service reviews. During 2025/26, customer satisfaction with the overall service provided by LHP was 80.24%.

Following a governance review approved by the Board in September 2025, LHP launched its Customer Influence Committee in January 2026, bringing together Board members and independent customer representatives to strengthen customer voice, improve access to information and increase customer influence over decisions that affect them.



Board Diversity, Equality and Inclusion

LHP recognises that effective governance requires representation, diversity of thought and an understanding of the communities it serves. Policies and processes embed Equality, Diversity and Inclusion (EDI) considerations into Board and senior leadership recruitment, including:

- Recruiting against the skills and behaviours required to deliver our strategy.
- Considering representation of our communities.
- Using positive action where appropriate to address under-representation.
- Reviewing succession planning annually.

Recruitment activity has encouraged applications from individuals with disabilities, from Eastern European backgrounds, and with direct lived experience of social housing and the communities LHP serves; a 2024 trainee recruitment campaign similarly encouraged applicants with lived experience of social housing. Board diversity information is published transparently, supporting accountability and demonstrating LHP's commitment to inclusive leadership.

Board Effectiveness and Skills

Effective governance relies on Board members having the skills, experience and independence needed to provide robust challenge and oversight. LHP's Board comprises 100% Non-Executive Directors. The Audit Committee includes two Board members with recent and relevant financial experience, with a further two Board members with relevant financial experience sitting on the Finance Committee.
The most recent independently conducted Board effectiveness review was completed on 3rd September 2024. The review identified opportunities to further strengthen customer influence and governance arrangements, which have informed ongoing improvement through the Everyday Better Change Programme 2025 to 2027.



Managing Conflicts of Interest

LHP maintains clear arrangements to identify, manage and monitor potential conflicts of interest. Board members and colleagues are required to comply with the NHF Code of Conduct, supported by:

Declarations of interest completed at appointment.
Annual declarations refreshed by Board members and colleagues.
Six-monthly Board reviews.
The opportunity to declare conflicts at the start of Board and Committee meetings.
Maintenance of a Declarations of Interest Register.

Procurement Governance and Supply Chain Management

LHP embeds ESG considerations into procurement through mandatory evaluation criteria: for relevant tenders, ESG considerations account for 20% of the quality evaluation score, with suppliers assessed on sustainability commitments, carbon reporting, waste management and social value proposals. Commitments are recorded and monitored through an ESG tracker, supporting stronger supply chain accountability and ensuring contracted partners contribute positively to environmental and social objectives.

Workforce Development and Wellbeing

Colleagues play a vital role in delivering sustainable homes and services. During 2025/26, LHP brought Mental Health First Aid and First Aid at Work training in-house, working collaboratively across Organisational Development, Human Resources and Health & Safety to develop a wider network of colleagues trained to support workforce wellbeing.



Professional Development

LHP encourages service areas to identify training that supports colleagues in their roles. During 2025/26, 44.5% of employees received a qualification relevant to their professional development, strengthening organisational capability and supporting career progression.

Equality, Diversity and Inclusion Across the Organisation

LHP is committed to an inclusive organisation where colleagues and customers feel valued, respected and able to participate fully. EDI considerations are embedded through recruitment, governance, policy development and customer engagement. This includes Equality Impact Assessments, policies that consider diverse customer needs, representative recruitment, and inclusive participation in decision making.

Workforce and Leadership Measures

Measure	Performance
CEO median worker pay ratio	6:1
Employees receiving relevant qualification in last year	44.50%
Non-executive Board members	100%
Board members with recent financial experience on Audit Committee	2

Looking Ahead

During the coming year, LHP will continue strengthening governance arrangements by increasing customer influence within decision-making, embedding ESG considerations further across organisational activity, improving transparency and reporting, developing workforce capability, and maintaining strong assurance and regulatory compliance. Good governance enables LHP to make responsible decisions today while protecting the long-term interests of customers, colleagues and communities.

The Challenges Ahead

While the Board is proud of the progress achieved during 2025/26, significant challenges remain. The housing sector continues to operate in a changing environment, with increasing expectations around:

- Decarbonisation of existing homes.
- Regulatory compliance.
- Climate resilience.
- Customer affordability.
- Supply chain sustainability.
- Delivery of value for money.

The scale of the challenge, particularly improving the energy performance of existing homes, requires long-term investment, innovation and partnership working. The transition to Net Zero must also remain affordable and deliver meaningful benefit for customers: reducing carbon emissions cannot be separated from improving comfort, reducing energy costs and supporting household resilience.

Priorities for 2026/27 and Beyond

Looking ahead, LHP's focus will remain on delivering practical improvements that support customers, communities and the environment. Our priorities include:

- Continuing the Journey Towards Net Zero.
- Further development of our retrofit programme.
- Targeted investment informed by stock data and customer need.
- Continued exploration of external funding opportunities.
- Improving carbon reporting and understanding of supply chain emissions.
- Utilising innovation and emerging technologies.



Improving Homes and Customer Outcomes

- Maintaining high standards of building safety and compliance; Improving energy efficiency and affordability.
- Strengthening approaches to damp, mould and property condition.
- Using customer insight to improve services.

Strengthening Climate Resilience

- Building on flood risk assessment work;
- Improving understanding of climate risks affecting our homes;
- Embedding resilience considerations into investment planning.

Increasing Social Value and Community Impact

- Embedding social value within procurement.
- Working with suppliers to deliver meaningful local benefits.
- Supporting community initiatives through place-based investment.
- Strengthening partnerships that improve outcomes for customers.

Improving Sustainability Governance and Reporting

- Developing our ESG framework.
- Improving performance monitoring.
- Strengthening transparency through sustainability reporting.
- Ensuring sustainability remains embedded within organisational decision-making.

Closing Statement

Sustainability remains central to how Lincolnshire Housing Partnership delivers Great Homes. Strong Communities. The progress made during 2025/26 reflects sustained investment, strong governance, customer involvement and partnership working across the organisation.

As expectations continue to evolve, the Board remains committed to building on this foundation by using data, insight and collaboration to create warmer homes, stronger communities and a more resilient organisation for the future.



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

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LHP Lincolnshire Housing Partnership

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Glossary

ASHP: Air Source Heat Pump

BNG: Biodiversity Net Gain

CAVAT: Capital Asset Value for Amenity Trees

EPC: Energy Performance Certificate

ESG: Environmental, Social and Governance

EUI: Energy Use Intensity

LHP: Lincolnshire Housing Partnership

SAP: Standard Assessment Procedure

SBTi: Science Based Targets initiative

SHF: Social Housing Fund

Solar PV: Solar photovoltaic panels that generate electricity from sunlight.

SRS: Sustainability Reporting Standard

tCO2e: tonnes of carbon dioxide equivalent

Scope 1: Direct greenhouse gas emissions from sources owned or controlled by LHP.

Scope 2: Indirect greenhouse gas emissions associated with purchased electricity, heat or other energy.

Scope 3: Other indirect greenhouse gas emissions occurring across LHP's wider value chain.

SHIFT: A sustainability assessment and benchmarking standard used to assess the sustainability performance of housing providers.

tCO2e/home: Tonnes of carbon dioxide equivalent per home, used to show LHP's carbon emissions relative to the number of homes it manages.