



Environmental, Social & Governance Report

2024-25

Welcome to our 2024/25 Environmental, Social and Governance (ESG) Report, a detailed reflection of South Liverpool Homes' (SLH) ongoing commitment to creating lasting value for our customers, our communities and our planet.

This year's report captures a period of significant progress. Against a backdrop of challenging economic conditions, our ability to invest in sustainable homes, deliver social projects that build the capacity of our communities, and maintain strong governance remains our key focus. Throughout 2024/25 we have delivered tangible outcomes - lowering carbon emissions, advancing energy efficiency, increasing biodiversity and enhancing social wellbeing.

We are proud to share the results over the last 12 months, which include an ongoing retrofit programme, the expansion of green community spaces and the delivery of support to thousands of our customers. Our achievement of the highest regulatory ratings for consumer, governance and viability is something we are particularly proud of and is testament to the commitment and dedication of our colleagues, board and partners.

Our work does not stop here. Looking ahead, we are focused on supporting the Government's sustainability targets, building new homes to the highest energy standards and ensuring our social impact continues to grow. We will continue to embed ESG principles in all our decisions, ensuring that our corporate objectives support a greener future for everyone.

We hope you enjoy reading this report.

Welcome



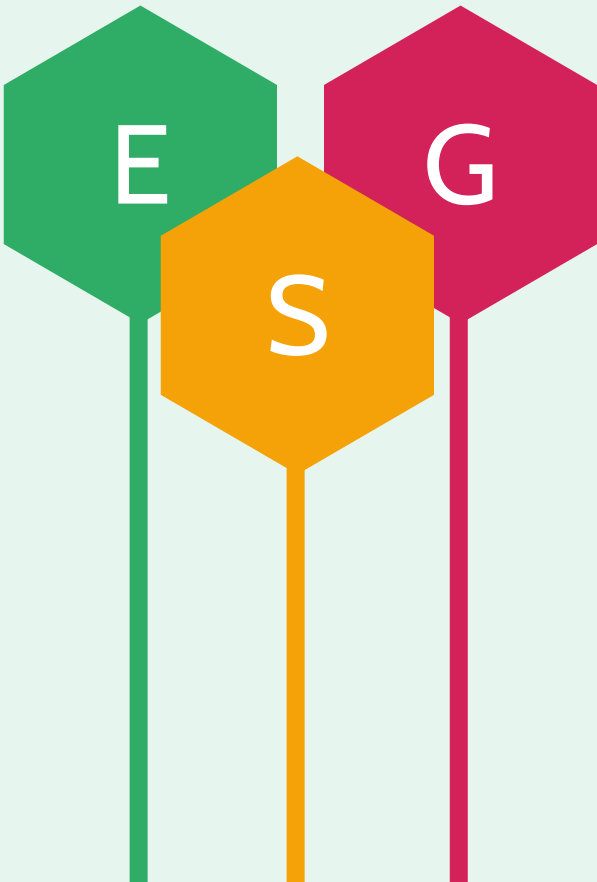
Angela Perry
Executive Director of Assets and Neighbourhoods

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Navigating the report

To help you navigate this report, we have used three colours to represent the three strands of Environmental, Social and Governance reporting.



Our ESG year at a glance

Here's a snapshot of our achievements against our Environmental, Social and Governance targets for 2024-25.

3 biodiversity projects completed

1.7m KWH generated by solar PV panels

SLH achieved SHIFT Silver Environmental Standard

8 electric vehicles on the road, cutting CO2 emissions by 10 tonnes

68 tonnes of carbon emission avoided

£409k spent on retrofitting homes to make them more energy efficient

£56k worth of vouchers issued to people struggling to pay bills and purchase household items

1,152 people have received support through our employability hub, Reach

Over 4,000 volunteer hours dedicated to our community shop, The Market Place, our community venue, The Market Place Social and our community garden, Grow Speke

1,340 tenants have received support from our benefits and energy advice service. £1.9m additional income secured

207 tenants accessed our tenancy sustainability service

Scrutiny Panel reviewed our planned improvements programme, with 15 recommendations made

299 tenants visited our community pantry, The Market Place

SLH achieved the highest ratings from the Regulator of Social Housing - C1, G1 and V1

Work in progress on 198 new homes across Speke and Garston, all being built to EPC A

100% gas safety compliance

Sustainability strategy developed

ESG Forum

The ESG Forum, established in November 2022, is progressing our journey towards a greener future, with an ambitious action plan that helps us achieve our sustainability targets, as well as playing our part in meeting national sustainability goals. Over the past 12 months, the forum has made significant progress, driving environmental impact both in our workplace and the communities we serve.

Members of the forum have successfully completed carbon literacy training, equipping them with the knowledge and awareness necessary to understand climate change and the impact of daily decisions on the environment. As part of the training, colleagues made individual pledges, ranging from reducing personal energy consumption to promoting sustainable practices within the workplace.

Throughout the year they have championed environmental change, launching an employee electric vehicle leasing scheme and doubling the use of sustainable office consumables. The ESG Forum also underpins our SHIFT assessment and Sustainable Reporting Standard (SRS), guiding us to achieve our ESG objectives and delivering on our sustainability strategy for 2024-25.

Beyond these achievements, the forum continually monitors our progress against our Planet metrics for 2024/25, ensuring our commitment to the environment is more than a promise, it's a measurable impact that we are all responsible for.



Our 2024/25 targets

KPI description	How did we do in 2024/25?	What was our target?
% PV panels in operation	89%	92%
Total kilowatt hours (KWH) generation for PV panels	1.730m KWH	1.896KWH
Reduce fleet CO2 emissions (Avela Home Service)	15% reduction	15% reduction
Become a Carbon Literate Organisation (Avela Home Service)	Bronze	Bronze

Improving our performance certificate rating

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Thanks to substantial support from the Social Housing Decarbonisation Fund (SHDF), we undertook our first retrofit project that saw 22 homes upgraded with high-quality external wall insulation. This work was essential in upgrading each home from an EPC D rating to an impressive EPC B rating.

Of the total project cost, over 50% (or £250,000) was funded through the Wave 2 programme of the SHDF. In addition to insulation, the project incorporated a suite of other sustainable upgrades, including draught-proofing, installation of low-energy lighting and the fitting of smart heating controls. These environmental improvements, designed to reduce heat loss and maximise energy performance, contributed to a total estimated reduction of 31 tonnes of CO₂, the equivalent of roughly 75,000 miles driven by an average petrol car.

The benefits to customers are already being felt. Tenants have told us that their homes are noticeably warmer and more comfortable. Crucially, these upgrades help cut energy bills, a vital support at a time of high energy costs, while significantly lowering each household's carbon footprint. The new insulation and smart controls ensure less energy is wasted, and customers have greater flexibility in managing their energy consumption.

Looking ahead, our ambition is to explore different methods of retrofitting and extend these benefits to even more homes. Retrofit projects such as these are central to our strategy for achieving the Government's target of all homes reaching an EPC C rating by 2030. By investing in environmental improvements now, we are not only tackling climate change. We are supporting our customers to save money on their energy bills. This approach reflects our belief that greener homes create stronger, healthier communities for everyone.

The EPC performance rating of our homes

The majority of our homes are already rated at EPC 'C' or above but we're committed to getting them all to that standard by 2030.

EPC rating of SLH homes 2024/25		
% of homes rated A	0%	A
% of homes rated B	18.6%	B
% of homes rated C	54.5%	C
% of homes rated D	26.2%	D
% of homes rated E or worse	0.7%	E

Wildlife corridor created in Garston

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Work has started on an environmental project on Vulcan Street in Garston which, with the help of key partners and the community, will transform the area into a wildlife corridor for local people to enjoy.

Vulcan Street was chosen by SLH, in consultation with local people, as one of six UK Shared Prosperity Fundsites to develop as green spaces - improving the environment, bring communities together and creating biodiversity.

The project has two phases. The first phase saw the planting of six mature wild cherry and downy birch trees, along with a wildflower meadow, with the aim of creating an area where wildlife can flourish, and where the community can get involved in creating and enjoying.

Working in partnership with Groundwork Cheshire, Lancashire and Merseyside, who has helped to plan the site, we engaged with the Ministry of Justice Community Payback, who prepared the ground for tree planting.

The second phase will add hedging and further improvements to the site, designed in conjunction with the local community. During consultation we've engaged with local schools and members of the community who were keen to get involved with sowing the wildflower meadow, which will bring new species of flowers and grasses into the area and support a rich ecosystem of insects and birds.

"As a major developer in the area, we understand the environmental impact that building new homes has," said Angela Perry, SLH's Executive Director of Assets and Neighbourhoods.

"We're delighted to be able to offset this impact with partnership projects like this, that put something back into the local environment, for the benefit of people and the planet."

We are currently building 198 new homes across Speke and Garston

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With over 2,000 customers on our waiting list, we know how important it is to build new homes. We have an ambitious goal to build 750 new homes by 2032; construction is well underway with 98 homes being built in Garston and another 100 taking shape in Speke. These will be available for social rent, shared ownership, and rent to buy, and will include apartments, family homes, and bungalows. This will ensure that there are housing options for everyone, as well as giving local people the opportunity to afford their own home through different tenures.

All the homes will be built to the highest energy standards (EPC A) and fitted with solar PV panels, efficient electric heating and convenient electric vehicle charging points. These features will help residents lower their energy bills while also reducing their carbon footprint.

Grow Speke gets regional award



Grow Speke, our vibrant community garden, was recently honoured with an 'Outstanding' award in the 'It's Your Neighbourhood' category at the North West in Bloom awards. This achievement reflects the passion and hard work of our strong team of over 20 dedicated local volunteers, who regularly devote their time throughout the year to nurturing the garden. Highlights from this year include the creation of a new pond and the completion of site-wide electrical upgrades, all overseen by our amazing volunteers.

Beyond gardening, Grow Speke is a lively hub for the community, regularly hosting events and horticultural courses that bring people together. 12 local residents have completed the Horticulture Level 1 course last year, with two residents progressing to the level 2 course. This award recognition from the Royal Horticultural Society, following a thorough assessment visit, is a testament to everyone's commitment - including our valued partner, Groundwork.



£1.9 million of additional income secured for tenants

Last year, we have helped tenants unlock an impressive £1.9 million in extra income. This support has made a real difference to people's lives where 1,340 tenants have benefited from personalised benefits checks, assistance with grant applications as well as practical guidance on saving money around their homes.

We've recently integrated this advice service into our Income team. This means we can now take a holistic approach, tailoring our help to tenants' unique circumstances and ensuring that those who need it most get the right support at the right time.

Our goal is not just to secure additional income, but to empower residents with the confidence and tools to manage their money and build brighter futures.

Our regulatory inspection results



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In December 2024, Regulator of Social Housing (RSH) carried out a regulatory inspection of SLH which spanned over a couple of months. We are delighted to share that they gave us the highest possible ratings across the three areas they inspected us on – consumer standards, governance and financial viability.

The RSH looked closely at everything we do – from how we look after homes and our tenants' safety, to how we manage our finances and make decisions. After reviewing key corporate documents, meeting our tenants and team and sitting in on meetings, they awarded us top marks for:

- Consumer Standards (C1): We listen to tenants, treat everyone fairly, and have strong systems to keep homes and communal areas safe.
- Governance (G1): Our Board keeps a close eye on performance, manages risks well, and tackles any issues head-on.
- Viability (V1): We have a solid financial plan that allows us to keep improving existing homes and build new ones for years to come.

Anna Bishop, SLH's Chief Executive:

"Over the last couple of years, we have focussed our efforts on deepening our understanding of our customers by ensuring we hear the diverse voices of tenants and use their feedback to make a positive impact on services. We have strengthened the customer voice by launching a Customer Services Committee, creating a vital link between our board and tenants, and our new customer voice framework maps out how we listen to and act upon the voice of all our customers. We will continue working with our tenants, colleagues, board and partners to maintain these standards, and continually improve the quality of our services."

[You can read the full report here](#)

Customer Voice Framework launched

We launched our new Customer Voice Framework last year, which maps out how we listen to and act upon the voice of our customers. This framework isn't just a document; it's a living commitment that we will listen to what matters most to our customers and act on their feedback. Covering everything from completing surveys to reporting to the SLH Board, the framework aims to ensure that everything we do is:

Inclusive

Activities must not unfairly exclude anyone from taking part. Steps should be taken to ensure activities are accessible to those who wish to participate.

Meaningful

Activities should be delivered without assuming the outcomes. Activities should be properly resourced to deliver real, tangible results.

Transparent

Activities will foster honest and respectful relationships with customers. We welcome scrutiny, are accountable and willing to provide information.

Our new [Customer Voice Policy](#) goes hand-in-hand with this, laying out the standards for how customer feedback is captured, listened and acted upon. Together, these initiatives mean the customer voice doesn't just matter – it drives everything we do.

