

DISCLOSURE AGAINST CRITERIA

Housing Provider details	RESPONSE	
	Name (from dropdown - or type in if no name exists)	South Liverpool Homes
	Location (if in more than one English region, select 'England'; if across multiple nations, select 'United Kingdom')	North West
	Date of SRS disclosure	
	Reporting period (month/year - month/year)	April25-Mar26
	Is the housing provider registered with the national regulator of social housing?	Yes
	Which Code of Governance does the housing provider follow, if any?	The National Housing Federation Code of Governance 2020
	Is the housing provider a Not-For-Profit?	Yes
	If not, who is the largest shareholder?	
	What is their % of economic ownership?	
	What % of voting rights do they control?	

Theme #	Criteria #	Criteria	Measurement Unit	RESPONSE	Enhanced Reporting Option	Measurement Unit	RESPONSE
	C1	Distribution of EPC ratings of the housing provider's existing homes (those completed before the last financial year).	% of homes rated A	0.08%	Average SAP rating of existing homes (those completed before the last financial year).	Average Rating	74
			% of homes rated B	20.31%	Energy use intensity of existing homes (those completed before the last financial year).	kWh/m ² /yr	104.00
			% of homes rated C	61.54%			
			% of homes rated D	17.70%			
			% of homes rated E or worse	0.29%			
			% of homes without EPC rating (unknown)	0.08%			
	C2	Distribution of EPC ratings of the housing provider's new homes (those completed in the last financial year).	% of homes rated A	100.00%	Average SAP rating of new homes (those completed in the last financial year).	Average Rating	93.00
			% of homes rated B	0.00%			
			% of homes rated C	0.00%			
			% of homes rated D	0.00%			
			% of homes rated E or worse	0.00%			
			% of homes without EPC rating (unknown)	0.00%			
	C3	Does the housing provider have a Net Zero target and strategy?	Yes/No	Yes	Is the housing provider's net zero commitment in line with the Science Based Target (SBT) initiative?	Yes/No	
		If so, what is it and when does the housing provider intend to be Net Zero by?	Qualitative response	Net-zero by 2050	Does the housing provider have a costed net zero transition plan?	Yes/No	
	C4	What progress has the housing provider achieved in the last 12 months towards its Net Zero targets and strategy?	Qualitative response	PV maintenance bookings being rolled out to reduce number out of operation PV panels in SLH housing stock. 59 properties successfully restored Rolling programme of upgrades in properties of boilers, windows etc: In 2025/26 upgrades in SLH stock 195 properties boiler upgrade 52 properties full window replacement 100 front and/or read door replacement	Number of homes that have been retrofitted in the last financial year.	# of homes	
		What retrofit activities has the housing provider undertaken in the last 12 months in relation to its housing stock?		Continued progression towards target of 100% homes EPC C or above. 82.04% of homes C or above at e/o 25/26 compared to 73.13% e/o 24/25 SLH did complete any retrofit activities in the last 12 months. Prior to this, SLH retrofitted 22 homes as part of wave 2.1 in SHDF, and has been completed the remaining milestones as part of this projected. SLH is also registered as part of Wave 3 of SHF, and has identified 130 possible properties to retrofit under the programme, however as of yet have not began any steps.	Homes that have been retrofitted in the last financial year as a percentage of the total homes the housing provider needs to retrofit to meet its net zero commitments.	% of homes requiring retrofit activities	
			Scope 1: tonnes CO ₂ equivalent	512.71	Does the housing provider qualify for SECR reporting?	Yes/No	No
			Scope 2: tonnes CO ₂ equivalent	57.52	SECR Intensity Ratio for Total Emissions (Scope 1-3)	tonnes CO ₂ e/m ²	
			Scope 3: tonnes CO ₂ [Category 1 – Purchased goods and services]	0.00			
			Scope 3: tonnes CO ₂ [Category 2 – Capital goods]	0.00			
			Scope 3: tonnes CO ₂ [Category 3 – Fuel- and energy-related activities]	6.02			
			Scope 3: tonnes CO ₂ [Category 4 – Upstream transportation and distribution]	0.00			
			Scope 3: tonnes CO ₂ [Category 5 – Waste generated in operations]	0.00			
			Scope 3: tonnes CO ₂ [Category 6 – Business travel]	5.02			
			Scope 3: tonnes CO ₂ [Category 7 – Employee commuting]	0.00			
			Scope 3: tonnes CO ₂ [Category 8 – Upstream leased assets]	0.00			

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Climate	T1	Scope 1, Scope 2 and Scope 3 Green House Gas emissions	Scope 3: tonnes CO ₂ [Category 9 – Downstream transportation and distribution]	0.00			
			Scope 3: tonnes CO ₂ [Category 10 – Processing of sold products]	0.00			
			Scope 3: tonnes CO ₂ [Category 11 – Use of sold products]	8680.81			
			Scope 3: tonnes CO ₂ [Category 12 – End-of-life treatment of sold products]	0.00			
			Scope 3: tonnes CO ₂ [Category 13 – Downstream leased assets]	0.00			
			Scope 3: tonnes CO ₂ [Category 14 – Franchises]	0.00			
			Scope 3: tonnes CO ₂ [Category 15 – Investments]	0.00			
			Scope 3: tonnes CO ₂ equivalent [Total]	8691.85			
			Scope 1, 2, & 3: Total tonnes CO ₂ equivalent	9262.08			
		Scope 1, Scope 2 and Scope 3 Green House Gas emissions per home	Scope 1: tonnes CO ₂ equivalent / home	0.13			
			Scope 2: tonnes CO ₂ equivalent / home	0.01			
			Scope 3: tonnes CO ₂ / home [Category 1 – Purchased goods and services]	0.00			
			Scope 3: tonnes CO ₂ / home [Category 2 – Capital goods]	0.00			
			Scope 3: tonnes CO ₂ / home [Category 3 – Fuel- and energy-related activities]	0.00			
			Scope 3: tonnes CO ₂ / home [Category 4 – Upstream transportation and distribution]	0.00			
			Scope 3: tonnes CO ₂ / home [Category 5 – Waste generated in operations]	0.00			
			Scope 3: tonnes CO ₂ / home [Category 6 – Business travel]	0.00			
			Scope 3: tonnes CO ₂ / home [Category 7 – Employee commuting]	0.00			
			Scope 3: tonnes CO ₂ / home [Category 8 – Upstream leased assets]	0.00			
			Scope 3: tonnes CO ₂ / home [Category 9 – Downstream transportation and distribution]	0.00			
			Scope 3: tonnes CO ₂ / home [Category 10 – Processing of sold products]	2.36			
			Scope 3: tonnes CO ₂ / home [Category 11 – Use of sold products]	0.00			
			Scope 3: tonnes CO ₂ / home [Category 12 – End-of-life treatment of sold products]	0.00			
			Scope 3: tonnes CO ₂ / home [Category 13 – Downstream leased assets]	0.00			
			Scope 3: tonnes CO ₂ / home [Category 14 – Franchises]	0.00			
			Scope 3: tonnes CO ₂ / home [Category 15 – Investments]	0.00			
			Scope 3: tonnes CO ₂ equivalent / home [Total]	2.36			
			Scope 1, 2, & 3: Total tonnes CO ₂ equivalent / home	2.52			
			Expected Reporting Date (if appropriate)				
	C6	Has the housing provider mapped and assessed the increased flood risks to its homes caused by climate change in the last 2 years?	Yes/No	Yes	Has the housing provider mapped and assessed any other additional climate risks, such as wildfire or storms, to its homes in the last 2 years?	Yes/No	No
		How is the housing provider mitigating these risks?	Qualitative response	All SLH homes have been mapped as very low risk to river and sea flooding, both in terms of current and long term risk. 96.5% of homes are at low risk to surface water flooding. All new builds are assessed for flood risk and drainage capacity, classed as a higher level of flood risk, the drainage and buildings are designed to a higher specification to mitigate this risk.			
	C7	Has the housing provider mapped and assessed the increased water stress risks to its homes	Yes/No	No	How is the housing provider mitigating these risks?	Qualitative response	
			Qualitative response				
	C8	Has the housing provider mapped and assessed the increased overheating risks to its homes caused by climate change in the last 2 years?	Yes/No	Yes	How is the housing provider mitigating these risks?	Qualitative response	
		How is the housing provider mitigating these risks?	Qualitative response	Working to PAS 2030 and PAS 2035 certification which all energy efficiency installers must be certified to we estimate that 99.17% of homes to be at low risk of overheating. Monitoring equipment fitted in a small number of homes across SLH's archetypes to monitor the efficiency of the home taking into account overheating. Where there is overheating of a home and include increased levels of mechanical ventilation if it is found that opening windows isn't sufficient to reduce heat in the home. All new build homes are being built to EPC A rating.			
			Yes / No / No, but planning to develop one	Yes	Average Biodiversity Net Gain (BNG) per development, of developments that have gained planning permission in the past year	%	11.0%

Theme #	Criteria #	Criteria	Measurement Unit	RESPONSE	Enhanced Reporting Option	Measurement Unit	RESPONSE
Nature	T2	Does the housing provider have a strategy to enhance green space and promote biodiversity on or near homes? C9 If yes, please describe, with reference to targets in this area. If no, is the housing provider planning on producing one in the next 12 months?	Qualitative response	Establish & promote community-led volunteer programmes for green space maintenance- Provide 5000 volunteer hours with 1000 each year Involve residents in regular engagement days for green space benefitting tasks Facilitate workshops/meetings for residents to propose ideas for green space- deliver two community consultations annually Regenerate parks/communal spaces to include areas for social gatherings, exercise and relaxation- host 5 community events per year with more than 100 participations annually Ensure green and open spaces are accessible by improving lighting and ensuring pathways are clear and wheelchair accessible Create a community orchard-plant 20+ fruit trees and host at least 2 community workshops per year Develop & protect wildlife corridors between existing green spaces- convert at least 50% of our spaces into wildlife friendly zones Ensure future planting and initiatives are in line with surrounding architecture- to be assessed and accredited by awarding bodies Increase access to dog waste bins at key green spaces and include pet advice/support at community events Expand tree planting programmes and transition to sustainable landscaping practices- plant 100 native trees and shrubs "Consider native pollinator plants during all environmental improvements and deliver annual pollination/beekeeping workshops to residents." Implement food waste and composting programs in our offices and in our community spaces Continue to invest more than £300,000, annually, towards the development and maintenance of our green spaces. Seek external funding to support the delivery of the priorities in the plan. Ensure investment into local, natural improvements with every new development	Does the housing provider have a Biodiversity Net Gain target for new homes?	Yes / No / No, but planning to develop one	No
		Does the housing provider have a strategy to identify, manage and reduce pollutants that could cause material harm? C10 If so, how does the housing provider target and measure performance? If planning to develop one, when does the housing provider expect it to be established?	Qualitative response	Yes / No / No, but planning to develop one Yes Avela Home Service utilises an internal material and procurement order request form, to enable all materials to be checked for conformity in relation to responsible resourcing. All suppliers that are engaged are vetted by completion of pre-engagement questionnaires, which enable compliance and conformity checks to be undertaken prior to use. 100% of materials utilized are resourced. Minimum requirements such as CE Conformity markings, ISO accredited suppliers and periodic supplier auditable information is assessed to enable safe, responsible procurement to take place. By segregating suppliers, we are able to: Individually monitor performance of materials installed Undertake specific checks upon installation to enable performance tests to be carried out Monitor, check and maintain from point of purchase to installation All approved materials and suppliers are periodically reviewed at yearly management review meetings, in line with our ISO 9001 quality standard. Our development specification requires materials used should assist in reducing demand on energy sources. E.g. timber from managed forests, and be supplied by companies with sound environmental policies and practices. We also promote the use of timber frame construction.	Does this exceed minimum requirements?	Yes / No	
		Expected date (if applicable)					
		Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building and repairs works? C11 If so, how does the housing provider target and measure performance? If planning to develop one, when does the housing provider expect it to be established?	Qualitative response	Yes / No / No, but planning to develop one Yes Avela Home Service utilises an internal material and procurement order request form, to enable all materials to be checked for conformity in relation to responsible resourcing. All suppliers that are engaged are vetted by completion of pre-engagement questionnaires, which enable compliance and conformity checks to be undertaken prior to use. 100% of materials utilized are resourced. Minimum requirements such as CE Conformity markings, ISO accredited suppliers and periodic supplier auditable information is assessed to enable safe, responsible procurement to take place. By segregating suppliers, we are able to: Individually monitor performance of materials installed Undertake specific checks upon installation to enable performance tests to be carried out Monitor, check and maintain from point of purchase to installation All approved materials and suppliers are periodically reviewed at yearly management review meetings, in line with our ISO 9001 quality standard. Our development specification requires materials used should assist in reducing demand on energy sources. E.g. timber from managed forests, and be supplied by companies with sound environmental policies and practices. We also promote the use of timber frame construction.	% of materials from responsible sources	% of materials	
		Expected Date (if applicable)					
		Yes / No / No, but planning to develop one		Yes	% of materials that are recycled, reused and/or diverted from landfill	% of materials	100.0%

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Resource Management	T3	C12	Does the housing provider have a strategy for waste management incorporating building materials?	Qualitative response	We work in partnership with Fresh Start waste and we advise them of our goals for the financial year, which we set as part of our ISO14001 environmental standard: 0% waste to landfill 30% recycled 70% waste to energy Updates are provided to the Avela Health and Safety forum and Avela Board. No waste produced by the works undertaken by AHS goes to landfill. A reduction of 41 tonnes of CO2 has been achieved through the avoidance of waste going to landfill. Development contractors separate waste between recyclable and non-recyclable waste on site. This is detailed in the site waste management plan.			
			If so, how does the housing provider target and measure performance?					
		If planning to develop one, when does the housing provider expect it to be established?						
	C13	Does the housing provider have a strategy for water management?	Yes / No / No, but planning to develop one	No	Average internal water efficiency of completed homes in past year	litres/person/day	136.85	
		If so, how does the housing provider target and measure performance?	Qualitative response	Whilst SLH/Avela does not have a specific strategy for water management, a number of work streams are in place. For example, legionella/water hygiene, and new build schemes including the installation of water butts. Sure stop taps are fitted to all homes to reduce water loss when leaks occur. For new builds the strategy to reduce water consumption is through low-flow toilets and showers. SLH reviewed its void standard during 2025 and now installs showers in all properties when them become empty.	Consumption of metered mains water on sites and site offices	m³/100m²	75.47	
		If planning to develop one, when does the housing provider expect it to be established?						
	Expected Date (if applicable)							
C14	How is sustainability considered when procuring goods and services?	Qualitative response	SLH's new build programme and specification require all properties to meet EPC A rating. This is set out in the specification and tender documents. SLH's current on-site projects, South parade and The Old Baths, are built to EPC A. Weighting is provided within the quality questionnaire and carries a 5% scoring of tenders for contractors to demonstrate how they have delivered EPC A homes and/or included the use of low-carbon technology to improve energy efficiency on delivery of homes. SLH employs a mechanical and electrical (M&E) consultant to advise on all M&E proposals included within designs and proposals submitted by contractors. This includes commentary on the suitability of products and their performance. SLH undertakes due diligence on contractors, post and during the contract, including undertaking financial assessments of the contractor's financial standing. As stated at C45 above, more than 75% of our spend is via Avela Home Services, a joint venture in which we are the majority partner. Consequently, AHS's environmental impact has been subject to significant consideration. This yea we have introduced four further EV vans in our Fleet of vehicles. PV Panels have been inslatted at the repairs and maintenance depot. Introduced a dynamic scheduling system which will manage repairs appointments based on the geographical location. This will reduce the carbon footprint of our repairs & maintenance service, especially when combined with fleet electrification. Avela Home Service became a carbon literate organisation - bronze this year.	What is the relative weighting of environmental impact considerations in procurement policies?	%			
	What measures are in place to monitor the sustainability of the supply chain when procuring goods and services?			How does the housing provider monitor supply chain risks, and what initiatives has the housing provider taken to drive higher sustainability performance across its supply chain?	Qualitative response			
				Expected Date (if applicable)				
Affordability	T4	C15	For properties that are subject to the rent regulation regime, report against ONE OR BOTH	% of PRS rent (e.g. 80%) % of LHA rent (e.g. 90%)	55.8% 79.1%	OPTIONAL: Explanation of response	Qualitative response	
		C16	Number of existing homes (owned and/or managed) completed before the last financial year allocated to:	# of General Needs (social rent) units	3231	OPTIONAL: Explanation of response	Qualitative response	
			- General needs (social rent)	# of Intermediate Rent units	18			
			- Intermediate rent	# of Affordable Rent units	387			
			- Affordable rent	# of Supported Housing units	3			
			- Supported Housing (excluding Housing for Older people)	# of Housing for Older People units	120			
			- Housing for older people	# of Low-cost Home Ownership units	38			
			- Low-cost home ownership	# of Care Home units	0			
				# of Private Rented Sector units	0			
		C17	Number of new homes (owned and/or managed) completed before the last financial year allocated to:	# of Private Market Sale units	0	OPTIONAL: Explanation of response	Qualitative response	
			- General needs (social rent)	# of Other units	0			
			- Intermediate rent	# of General Needs (social rent) units	0			
			- Affordable rent	# of Intermediate Rent units	6			
			- Supported Housing (excluding Housing for Older people)	# of Affordable Rent units	23			
			- Housing for older people	# of Supported Housing units	0			
			- Low-cost home ownership	# of Housing for Older People units	0			
	- Private Rented Sector		# of Low-cost Home Ownership units	0				
C18	How is the housing provider trying to reduce the effect of high energy costs on its residents?	Qualitative response	898 Homes have PV installed, saving an annual average of £250 per home. SLH has committed to investing £3m over the next 5 years to bring all homes up to EPC C by investing in improved insulation, and heating systems in the home. In the last financial year, we sent £48k worth of energy vouchers to tenants through the household support fund. In addition, our financial wellbeing service supported tenants to secure £281k of additional income.					
		Describe the condition of the housing provider's	% of homes (with gas safety checks)	99.9%				

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Building Safety and Quality	T5	C19	portfolio, with reference to:	% of homes (meeting fire safety regulations)	100.0%			
				% of homes (with electrical safety checks)	99.9%			
			% of homes for which all required gas safety checks have been carried out.	% of homes (with asbestos checks)	100.0%			
			% of homes that meet national fire safety	% of homes (with legionella assessments)	100.0%			
				% of homes (with lift safety checks)	100.0%			
		C20	What % of homes meet the national housing quality standard?	% of homes	100.0%			What is the target date for bringing homes that do not meet the standard into compliance?
	Of those which fail, what is the housing provider doing to address these failings?	Qualitative response						
C21	How do you manage and mitigate the risk of emergency hazards, including damp and mould?	Qualitative response	DMC Protocol is in place which has clearly defined timescales on inspection, action to be taken, communication with the tenants and outlined timescales for works to be completed. Protocol has been updated to reflect Awaabs Law. Our approach to damp, mould and condensation is: Take a proactive approach to management of damp and mould. Don't infer blame on the customer or refer to lifestyle issues. Ensure any complaints which highlight damp and mould are escalated through the complaint process and moved from disrepair. Learn from complaints and understand the distress and inconvenience caused by living with damp and mould. KPI's are in place and performance is reported to Board and Executive Team on a monthly basis.	Average time to 'make safe' Emergency hazards	Average number of days			
	How do you reduce the likelihood of damp and mould hazards occurring?			Average time to 'make safe' Significant hazards	Average number of days			
Residents and Community	T6	C22	What are the results of the housing provider's most recent tenant satisfaction survey? How has the housing provider acted on these results?	Qualitative response	% of residents satisfied	80.0%		
						Set up a first contact resolution project group to improve how we handle enquiries first time, reducing the need for call backs. Reviewing homes with a high number of responsive repairs each month with neighbourhood teams to ensure right support is in place Improved how we identify, record and communicate follow-on works, supported by staff training and clearer processes with our contractor Created a shared knowledge base, bringing together information from our website, policies and internal teams, so staff can quickly find the right answers and resolve queries at the first point of contact. Reviewed our 'knowing our customer' no-access process to make it easier for customers to keep appointments, including weekend Housing & Community Officer visits and clearer no-access letters. Further improvements are now being developed. Social media campaign to make it clearer how customers can raise a formal complaint when they are unhappy with our service. Dynamic scheduling in our Assets team to improve the efficiency of planned works and gas appointments. We are reviewing the repairs customer journey to better understand where dissatisfaction can occur and identify opportunities to improve the service. Operatives now contact customers proactively if they expect to be delayed before arriving for a repair appointment. Moving our reporting from legacy systems into Power BI to make our performance data more consistent, reliable and easier to understand Our complaints and performance officer has been driving improved customer feedback processes by delivering colleague workshops and team briefings, reinforcing timely and accurate complaint logging, and proactively reviewing feedback to ensure appropriate follow-up actions and better customer outcomes. Developed neighbourhood plans using tenant feedback to tackle recurring issues such as fly tipping and dog foul. Delivered a social media campaign to provide more information on who gets our homes. This increased transparency and challenged misinformation		
		C23	What arrangements are in place to enable residents to hold management to account for the provision of services?	Qualitative response	SLH's Scrutiny Panel has been in place since 2011 and meets quarterly to conduct service reviews. Customer Services Committee established and membership consists of five tenant members to review performance, complaints and complete service reviews. Chair of CSC is a tenant and a Board Member. Customer Feedback Policy in place, detailing the range of ways for customers to provide feedback.			
		C24	Report ONE OR BOTH of the following quantitative metrics: - % of Stage 1 and Stage 2 complaints responded to within target timeframes (varies by nation). - Average time in working days to respond to	% of complaints	90.2%	Ombudsman maladministration rate	%	0.0%
				Average number of working days	12.00	Ombudsman severe maladministration rate	%	0.0%
				Qualitative response	Learning from complaints during 2025/26 has resulted in improvements to communication standards, repair delivery, process adherence, and vulnerability awareness.			
		C25	In the last 12 months, what additional support have you provided to your tenants? Please include support across any of the following areas, as well as any other relevant services: - Employment & skills - Wellbeing & mental health - Vulnerable tenants	Qualitative response	Our In-house Benefits and Energy advice team to help tenants make the most of their money, enabling them to pay rent, household bills and live comfortably. The number of tenants that have accessed the service in the last year was 621. SLH's community shop, The Market Place, is available to all SLH tenants, regardless of your income. In exchange for £3.00 tenants will be able to choose goods to the approximate value of £20. There were 2,669 customer visits to The Market Place in 2025/26. Reach, is SLH's employability hub in Speke. Reach brings together a community of over 30 training and advice providers who deliver one-to-one and group training to local people. This last year we have supported 1,114 individuals. helping 180 customers into employment, assisted 179 into achieving employment related training qualifications and providing 828 employability support engagements for people looking to move closer to employment.	Social Value calculations (including monetisations) of all resident support services and placemaking activities	£	£6,552,000.00

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	C26	In the last 12 months, what interventions has the housing provider made to foster stronger communities and places, considering both: - Physical changes to shared spaces or public realm - Events, activities, and signposting	Qualitative response	The Market Place provides tenants with an opportunity to obtain food and other goods at a reasonable cost. Working partnership with FareShare and Zero Waste UK to prevent food going to landfill, this year The Market Place made a 37.8 tonnes CO2e saving through waste diversion. Community garden Grow Speke delivers key wellbeing and environmental services to residents. The site yielded 230 kg of sustainably harvested fruit & vegetables per annum, distributed to residents and offered free at The Market Place. Low impact gardening provide health benefits to residents. Community clean up groups are supported with clean up tools and work alongside staff at community events to display ownership and placemaking across communities. Marketplace social offered well being workshops and support groups for residents with with 1193 total visits. 15 partners delivered activities at our Market place social Employability fair held at our training and employment facility Reach provided employment opportunities to 179 residents. Two community skip events were delivered in partnership with the local authority in the last year with more than 200 tonnes of household waste being disposed. The community investment team delivered a number of engagement activities throughout the year including family events at Easter and Christmas totalling 1,681 attendants across the year.			
	C27	How is social value creation considered when procuring goods and services? What measures are in place to monitor the delivery of this Social Value?	Qualitative response	As part of South Liverpool Homes (SLH) Procurement policy and procedure we have controls and regulations in place to determine the hard boundaries for procurement activity at SLH, within those constraints our culture sets the tone for all procurement activity and allow us to leverage our spend for social and environmental good. As part of the procurement governance structure all potential procurements must be approved via the Procurement Gateway Board. as part of the approval process members must ensure that the procurement are procured from the right source and that Sufficient controls are in place to ensure that any supplier selected will meet our values and Environmental, Social and Governance (ESG) obligations and the form of contract proposed will not unduly disadvantage SLH or our tenants. South Liverpool Homes procures more than 75% of its spend and virtually all spend relevant in the context of social value through Avela Home Services, a joint venture with a locally based construction firm. Because South Liverpool Homes is the majority partner in the JV it is able to influence how Avela Home Services procures and ensures that it does so in line with our VM Strategy. Where practical, Avela Home Services employs and procures within the communities where South Liverpool has homes and almost exclusively within the Sub-Region, ensuring that spend benefits the local community. During procurement for development projects we ask suppliers/contractors to complete a tender document which sets out requirements we expect our contractors to adhere to whin the contract unless they propose alternative social value proposals as part of their tender and agreed	What is the relative weighting of Social Value considerations in procurement policies?	%	
					How much Social Value has been delivered from the housing provider's supply chain in the last 12 months?	£	
	C28	What is the housing provider's most recent regulatory grading/status?	Varies by nation	V1 G1 C1			
	C29	Explain how the housing provider's board manages ESG risks.	Qualitative response	Governance of the Organisation is subject to a tri-annual review. Risk register – strategic risks and highest scoring risks reviewed by Board and ELT. All risks reviewed by the Audit & Risk Committee and Risk Management Forum. Risk Management Framework.	Is the housing provider required to report against TCFD?	Yes/No	
		Are ESG risks incorporated into the housing provider's risk register?	Yes/No	Yes	If yes, is the housing provider doing so?	Qualitative response	
	C30	Has the housing provider been subject to any adverse regulatory findings in the last 12 months (data protection breaches, bribery, money laundering, HSE breaches etc.) that resulted in enforcement or other equivalent action?	Yes/No	No	If yes, describe.	Qualitative response	
	C31	How does the housing provider ensure it gets input from a diverse range of people into the governance processes?	Qualitative response	Customer Voice Framework approved bannually by customer services committee. Board, Customer Service Committee and TenantVoice Team all have tenant representation from diverse backgrounds & experience. EDI is considered for all board, senior staff and all recruitment acrossSLH. . The board composition, in the main, reflects the customers it serves. The demographic not currently reflected/recorded is LGBTQ+.			
			Yes/No	Yes			

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Structure and Board	T7	C32	Does the housing provider have policies that incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of board members and senior management? How do they do this?	Qualitative response	SLH has policies and recruitment practices that incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of both board members and senior management. For colleagues, including senior management roles, our Recruitment and Selection Policy includes measures such as anonymous shortlisting, guaranteed interview schemes for disabled and ethnic minority applicants, use of diverse job boards, inclusive and gender-neutral advertising, reasonable adjustments, and HR quality checks to reduce bias. For Board and Committee recruitment, Board and Committee Member Recruitment and renewal policy requires open and transparent recruitment processes and aims to attract a broad range of candidates through a variety of recruitment methods and targeted outreach activity. HR support is provided to ensure recruitment processes comply with relevant legislation and organisational requirements. In addition, SLH regularly reviews person specifications and job advertisements to remove unnecessary barriers, promote flexible working, and ensure inclusive language. EDI considerations are embedded within recruitment policies and monitored through the wider EDI Strategy and governance framework			
	C33	What % of the housing provider's Board have turned over in the last two years?	% of board	18.8%	OPTIONAL: Explanation of response	Qualitative response		
			% of management team	50.0%				
	C34	Number of board members on the housing provider's Audit Committee with recent and	# of board members	2				
			Description of experience	Finance Directors & Accountants				
	C35	What % of the housing provider's board are non-executive directors?	% of board	100.0%				
	C36	For how many years has the housing provider's current external audit firm partner been responsible for auditing the accounts?	# of whole years	8.00				
	C37	When was the housing provider's last independently-run board-effectiveness review?	Date	31/08/2024				
C38	How does the housing provider handle conflicts of interest at the board?	Qualitative response	Declarations of interest forms are completed annually or within 28 days of any changes. Declarations of interest are a standard agenda item on meeting agendas, including a copy of the register. Declaration of interest policy. Probity report presented to the Audit and Risk Committee quarterly.					
Employees		C39	Does the housing provider pay the Real Living Wage?	Yes/No	Yes	OPTIONAL: Explanation of response	Qualitative response	
		C40	What is the housing provider's median gender pay gap?	% gap	2.4%			
		C41	What is the housing provider's CEO: median-worker pay ratio?	Ratio	4.25:1			
		C42	How is the housing provider ensuring equality, diversity and inclusion (EDI) is promoted across its staff?	Qualitative response	SLH promotes equality, diversity and inclusion (EDI) across its workforce through a combination of policy, training, engagement, recruitment and governance arrangements. This includes delivering an EDI Strategy and annual action plan, providing EDI and unconscious bias training, monitoring workforce diversity data, undertaking equality impact assessments, embedding inclusive recruitment practices, supporting colleague engagement through forums and consultation activities and reporting EDI progress regularly to Leadership Team, Customer Services Committee and Board. EDI considerations are also integrated into organisational decision-making to help ensure a fair, inclusive and respectful workplace for all colleagues.			
		C43	What activity has the housing provider undertaken over the last 12 months to support the physical and mental health of its staff? What impact has this had on staff and the wider organisation?	Qualitative response	Over the last 12 months, SLH has continued to invest in both the physical and mental health of colleagues through a range of wellbeing initiatives and support mechanisms. These have included: Trained Wellbeing Champions and Mental Health First Aiders who provide peer support, signposting and awareness activity throughout the year. Access to a UK Healthcare medical cash plan, which supports everyday healthcare costs and includes a confidential Employee Assistance Programme (EAP) providing counselling and practical advice. The introduction of up to two Wellbeing Intervention Days per year, enabling managers to provide proactive support to colleagues at risk of stress or burnout. Mental Health Awareness Week, Time to Talk Day and other wellbeing campaigns designed to encourage open conversations, reduce stigma and promote positive wellbeing. Continued promotion of flexible and hybrid working arrangements to support work-life balance and individual wellbeing needs. Ongoing wellbeing surveys and colleague feedback mechanisms to help shape wellbeing initiatives and identify areas for improvement. Post-incident support process put in place to ensure support is proactively offered and colleague wellbeing needs are identified. These activities have helped create a supportive workplace culture where colleagues are encouraged to seek support early, talk openly about wellbeing and access a range of physical and mental health resources. Evidence gathered through wellbeing surveys has shown increasing confidence in manager support and flexible working arrangements, while the availability of early intervention and peer support mechanisms has strengthened SLH's preventative approach to wellbeing. This contributes to colleague engagement, inclusion, resilience and organisational effectiveness.			
		T8						

Theme #	Criteria #	Criteria	Measurement Unit	RESPONSE	Enhanced Reporting Option	Measurement Unit	RESPONSE
	C44	What activity has the housing provider undertaken over the last 12 months to support the professional development of its staff? What impact has this had on staff and the wider organisation?	Qualitative response	Over the last 12 months, SLH has continued to strengthen its approach to professional development through a structured learning and development framework that supports colleagues at all stages of their careers. This has included: Regular check-in meetings and annual check-ins where development needs are discussed, agreed and reviewed. The use of professional development plans, skills matrices and competence assessments to identify skills gaps and support career progression. Access to a range of learning opportunities including apprenticeships, coaching, mentoring, job shadowing, e-learning, professional qualifications and formal training. Ongoing investment in government-funded apprenticeships enabling colleagues to develop role-specific technical and professional skills while in work. Enhanced governance and monitoring of training, qualifications and competence to support compliance with the Social Housing Competence and Conduct Standard. Our approach has helped improve colleague competence, confidence and capability by ensuring learning is aligned to role requirements and organisational priorities. Embedding development discussions within regular performance conversations has also ensured that learning remains responsive to changing business needs and supports the delivery of high-quality services to customers. More broadly, investment in professional development has strengthened workforce capability, supported regulatory compliance, reduced the risk of skills gaps and helped ensure colleagues have the knowledge, skills and behaviours required to deliver effective services and positive outcomes for tenants.	What % of employees have received a qualification that is relevant to their professional development within the last year?	% of employees	