



# Environmental, Social & Governance Report 2025-26



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The background of the entire page is a close-up photograph of various succulent plants, including a prominent green one in the center and darker purple ones on the right. Overlaid on this is a grid of yellow-outlined hexagons. Three of these hexagons are filled with solid colors: a green one with the letter 'E', a yellow one with the letter 'S', and a pink one with the letter 'G'.

# Environmental, Social & Governance Report

2025-26

**Welcome to South Liverpool Homes' (SLH) 2025/26 Environmental, Social and Governance (ESG) Report, which highlights the progress we have made over the past year in creating positive outcomes for our customers, communities, colleagues and the environment.**

As a community-based housing association, we recognise the important role we play in supporting strong and sustainable communities. Throughout 2025/26, we have continued to invest in our homes and services, ensuring that environmental responsibility, social impact and strong governance remain at the heart of everything we do.

This year has seen good progress across all areas of our ESG agenda. We have continued to improve the energy efficiency of our homes, reduced our environmental impact and enhanced support for customers through a range of initiatives designed to improve wellbeing, employment opportunities and financial resilience. We have also strengthened our commitment to the environment and biodiversity through the launch of our Green and Open Space Plan, which sets out our long-term vision for improving green spaces and creating healthier, more attractive neighbourhoods for customers and communities.

We are proud to share the achievements highlighted throughout this report. Our achievement of the highest regulatory ratings for consumer standards, governance and financial viability continues to demonstrate the strength of our organisation and the dedication of our colleagues, Board members and partners.

Looking ahead, we remain committed to embedding ESG principles into every aspect of our work. As we develop our new Corporate Plan from year 2027, we will continue to focus on tackling climate change, improving the quality of our homes and neighbourhoods, supporting strong communities and maintaining the highest standards of governance.

## ESG Forum

**The ESG Forum is a group of SLH colleagues from across the business who are 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.

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 2025-26.

Beyond these achievements, the forum continually monitors our progress against our Planet Strategy metrics for 2025/26, ensuring our commitment to the environment is more than a promise, it's a measurable impact that we are all responsible for.

# Welcome



**Angela Perry**  
Chief Operating Officer



# Green spaces that support people, places and the planet

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Creating healthy, sustainable neighbourhoods goes beyond providing homes. Through our Green and Open Spaces Plan 2025-2030, we are investing in greener, more vibrant communities that support wellbeing, enhance biodiversity and help tackle the challenges of climate change. The plan sets out our long-term commitment to improving the green spaces we own and manage across Speke and Garston, while ensuring local people have a voice in shaping them.



Key initiatives include creating community-led green spaces, developing community orchards, increasing tree planting, introducing more wildlife-friendly habitats and improving the accessibility of outdoor spaces. We are also working to expand volunteering opportunities and environmental education programmes, helping residents play an active role in caring for their local environment.

During the year, we continued to make progress against these ambitions. Our Southern Road orchard in Speke became established and is now flourishing, while all SLH-owned green spaces have been mapped to create a clear baseline for future investment and improvement. We have also strengthened partnerships with organisations including Groundwork and Liverpool City Council, helping us maximise the impact of our environmental initiatives.

A key component of the plan is ensuring that residents have their say. Through consultation events, we are gathering feedback on how green spaces are used and where improvements can make the biggest difference.

This collaborative approach helps us create spaces that reflect local community needs while supporting community wellbeing and environmental sustainability.

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

SLH achieved SHIFT Gold Environmental Standard – the highest rating

305m2 biodiversity gain

2 biodiversity enhancement projects completed, including a pond at Grow Speke and community orchard at Southern Road, Speke

38 tonnes of carbon emissions avoided.

16% of waste collected was recycled.

100% of new homes built to EPC A standard

£1.9m KWH (kilowatt hours) of electricity generated by solar PV (photovoltaic) panels

£1.2m invested in our homes to achieve EPC C standard



## Improving our performance certificate rating

Building on the energy efficiency retrofit works completed last year (2024/25), we have continued to invest in our homes to ensure they are energy efficient. We have spent £1.2m getting more homes up to EPC C standard by installing 195 energy efficient boilers, 100 high-performance doors and 52 windows.

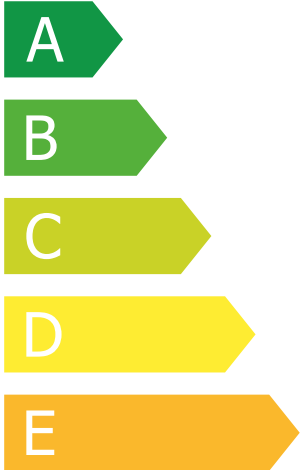
Replacing older boilers with modern, high-efficiency systems reduces energy consumption, while upgrading windows and doors reduces heat loss and improves thermal performance.

Initiatives 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.

## Energy Performance Certificate ratings 2025/26

We are committed to investing in our homes, so they all achieve EPC C rating by 2030.

|                             |        |
|-----------------------------|--------|
| % of homes rated A          | 0.70%  |
| % of homes rated B          | 20.22% |
| % of homes rated C          | 61.14% |
| % of homes rated D          | 17.63% |
| % of homes rated E or worse | 0.31%  |



## Delivering sustainable new homes



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Increasing access to affordable, high-quality housing remains a key strategic priority for SLH. With more than 2,300 households on our waiting list, we are committed to growing the supply of homes across South Liverpool and have set an ambitious target of delivering 780 new homes by 2032.

During 2025/26, we completed 24 new homes in Garston, all built to EPC A standard. Construction is also progressing on a further 204 homes across Speke, Garston and Aigburth. These developments will provide a mix of social rent, affordable rent, shared ownership and Rent to Buy options, helping to meet a range of housing needs while creating more opportunities for local people to access home ownership.

Sustainability is embedded throughout our development programme. All new homes are being built to the highest energy efficiency standards and include low-carbon technologies such as solar PV panels, electric heating systems and electric vehicle charging infrastructure. These features support residents to reduce energy consumption, lower household costs and minimise their environmental impact, while contributing to our long-term net zero ambitions. This investment is helping to create sustainable communities, increase housing choice and ensure more people can access safe, affordable and energy-efficient homes.

## Creating space for nature at Grow Speke



In 2025, we developed a new wildlife pond and bog garden at Grow Speke to enhance biodiversity and create valuable new habitat within the site.

The 3.6m x 3m pond has been carefully designed to provide ideal conditions for aquatic invertebrates such as dragonflies, damselflies, pond skaters and diving beetles. Native aquatic and marginal planting, including water lilies, further supports wildlife by attracting pollinators and birds.

As the habitat matures, the pond is expected to provide suitable conditions for amphibians such as frogs, toads and newts, helping to increase species diversity across the site. Alongside boosting biodiversity, the pond helps create a healthier, greener environment for both wildlife and people, offering benefits for learning, wellbeing and community involvement.

# Creating social value through community connections

Our community shop, The Market Place, plays an important role in supporting community wellbeing, reducing social isolation and tackling food insecurity. More than a place to do your weekly shop, it provides a welcoming space where residents can connect with others, access support and take part in a range of activities designed to promote health and wellbeing.



Alongside affordable food, our neighbouring community hub, The Market Place Social, hosts regular initiatives including wellbeing workshops, social activities and practical advice sessions, helping to strengthen community networks and create opportunities for residents to engage with one another.

The shop also delivers environmental benefits through its partnership with FareShare, redistributing surplus food from local supermarkets that would otherwise go to waste. By giving good-quality food a second life, The Market Place helps reduce food waste while providing affordable access to essential items for tenants.

Delivered with the support of a dedicated volunteer team, The Market Place demonstrates how community-led initiatives can generate positive social and environmental outcomes while helping residents build stronger connections.

£48k worth of vouchers issued to older people struggling to pay bills and purchase household items.

828 people have received support through our employability hub, Reach. 180 people have gone onto paid employment.

5,777 volunteer hours dedicated to our community shop, The Market Place, our community venue, The Market Place Social and our community garden, Grow Speke.

230kg of fruit and vegetables provided from Grow Speke to The Market Place, where shoppers can pick up the produce for free.

367 tenants have received support from our financial wellbeing service, resulting in £281,000 of additional income secured through benefits and grants.

123 households supported through the Garston Venny Fairshare scheme, funded by SLH.

16 local projects benefited from SLH's community fund, investing £31,698 into local projects.

111 tenants accessed our tenancy sustainability service.

342 tenants visited our community pantry, The Market Place. 2,656 visits in total

# Investing in local projects through our community fund

Through our Community Fund, we continue to invest in projects that tackle local challenges, create opportunities and improve wellbeing across our neighbourhoods. The fund supports community organisations that deliver lasting social value for our customers and communities, helping local initiatives to grow and reach more people.

During the year, we invested over £39k across 16 projects focused on health, wellbeing, financial resilience and opportunities for young people. This included support for Strictly Boxing Studio in Garston, enabling them to provide free boxing and martial arts sessions for young people aged 6 -18 years. The project builds confidence and develops valuable life skills in a safe and supportive environment.

We also provided funding to Christians Against Poverty to help sustain its free face-to-face debt advice and financial support services. This work supports residents to improve their financial wellbeing, build confidence in managing money and access practical help when facing financial difficulties.

We provided an additional £20k of funding to Speke Adventure Playground, enabling the continued delivery of activities and support for young people in the area.

## Growing wellbeing through community gardening

At Cobden Place, our independent living scheme in Woolton, residents have come together to develop a community growing project, supported by funding and expertise from Groundwork who are our delivery partners at our community garden, Grow Speke.

The initiative has enabled residents to grow a wide range of fruit and vegetables on site, including tomatoes, strawberries, cucumbers, cabbages, leeks, carrots and peppers. Beyond increasing access to fresh produce, the project has created opportunities for tenants to spend time outdoors, learn new skills and build stronger connections with their neighbours. Tenants also use the produce they grow to prepare and enjoy shared meals together, helping to strengthen friendships, boost engagement and foster an even greater sense of community.

Grow Speke has provided practical guidance and ongoing support to help residents develop their gardening knowledge and maintain the project throughout the year. The success of the initiative has encouraged residents to expand the garden further, with plans to grow fruit trees in the future.

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"Taking part in the gardening project has really improved my wellbeing. It gives me a reason to get outside every day, and I've really enjoyed watching all the plants grow."

Cobden Place tenant, Doreen.



# Cutting waste and saving money

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This year, we partnered with Groundwork to deliver the 'Mint Meals Minus Waste' project through our community shop, The Market Place.

The initiative was designed to help local households reduce food waste, make better use of the food they buy, and adopt practical habits that benefit both their finances and the environment.

Through a range of workshops and community activities, residents gained skills and knowledge to help them manage food more effectively. Topics included meal planning and budgeting, food storage, understanding date labels, healthy cooking, portion management and creative ways to use leftovers.

Regular 'Cook and Eat' sessions provided practical opportunities for participants to put these skills into action and share experiences with others.

The project also promoted sustainable environmental practices through hands-on community composting workshops, helping residents understand how food waste can be diverted from landfill and used to support local growing initiatives.

As part of the programme, a new community fridge was introduced at Grow Speke, providing a local hub for the redistribution of surplus food.

The project has helped residents make informed choices about food consumption, reduce waste and contribute to a more sustainable future for South Liverpool.



## Our social value performance

We work with the Housing Association Charitable Trust (HACT) and use its Social Value Calculator to measure and evidence the positive outcomes delivered through our services, projects and partnerships.

Social value is generated through a range of initiatives, including financial wellbeing and tenancy support, employment and skills programmes delivered through Reach and wellbeing services such as The Market Place Social and Grow Speke. We also maximise social value through commitments from our suppliers and contractors.

In 2025/26, our activities and partnerships delivered over £6.6million in social value, helping customers and communities improve their financial wellbeing, employment prospects, health and community connections.



# Embedding customer voice in governance

Our Customer Voice Framework ensures that customers' views help shape the decisions we make. Through formal engagement opportunities, including the Customer Services Committee and our Tenant Voice Team, customers have a direct route to influence discussions at board level.

We also recognise that people prefer to get involved in different ways, so we offer a range of engagement opportunities, from consultations and workshops to surveys and community events.

The insights we gather are reported to the board and used to inform decision-making across the organisation. Most recently, customer feedback is playing an important role in shaping our new Corporate Plan from 2027.



Maintained the Regulator of Social Housing's top ratings for consumer standards, governance and financial viability (C1, G1 and V1), with our latest stability check completed in November 2025. This demonstrates that we are a well-run organisation and tenants are safe, listened to and have access to good services.

2 reviews (kitchen programme and housing allocations) carried out by our former Tenant Scrutiny Panel\*.

80% of tenants satisfied with the overall service provided by SLH.

6,622 safety checks to keep residents safe

Work in progress on 204 new homes across Speke, Garston and Aigburth, all being built to EPC A standard.

99.95% gas safety compliance

\*Now replaced by the Tenant Voice Team

# Diana's story

**Resident engagement plays an important role in helping us build stronger communities and improve services. Diana's journey demonstrates the positive impact that targeted wellbeing support and meaningful opportunities for involvement can have on individuals and communities.**

After moving to Speke in 2020, Diana faced the challenge of settling into a new area while coping with bereavement and poor mental health. Support from our Health and Wellbeing Officer encouraged her to participate in a wellbeing programme, helping her build confidence, strengthen social connections and become more involved in her local community.

Since then, Diana has become an active and influential resident voice within SLH. Driven by a desire to support opportunities for local families and young people, she spent three years as a member of our tenant Scrutiny Panel before joining the Customer Services Committee. Through these roles, Diana has helped shape service delivery, provide customer insight and contribute to greater transparency and accountability across the organisation.



## Our commitment to equality, diversity and inclusion



Equality, diversity and inclusion (EDI) remain central to how we deliver fair, accessible and responsive services to our customers. During the year, we used customer and colleague feedback to shape service improvements and strengthen opportunities for people to share their experiences.

Key achievements included completing Knowing Our Customers visits to almost every home, providing valuable insight into customer needs and helping us improve services. We engaged with LGBTQ+ residents and neurodivergent customers to better understand their experiences, using feedback to improve accessibility, communication and support. We also strengthened our approach to tackling hate crime through clearer reporting routes and stronger partnerships.

To promote inclusion and community cohesion, we delivered events such as SpekeFest, attended by more than 1,300 residents, and a Pride event at Grow Speke. We also challenged misinformation through our Let's Talk Facts: Who Gets Our Homes? campaign and improved website accessibility through enhanced design and navigation.

As we look ahead, we will continue developing colleagues' knowledge and skills to better meet the diverse needs of our customers and communities.

# Supporting colleague wellbeing

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We recognise that good wellbeing is essential for both personal and professional development, and we take a proactive approach to supporting the physical, mental and emotional wellbeing of everyone who works at SLH. Colleagues have access to a UK Healthcare plan, which includes a confidential Employee Assistance Programme (EAP), providing independent advice, counselling and wellbeing support whenever it is needed.

We are proud to hold Level 2 Menopause Friendly Accreditation, demonstrating our commitment to creating an open, supportive workplace culture. Through this accreditation, colleagues have access to training, webinars, eLearning modules and practical resources that help increase awareness, understanding and confidence when discussing menopause in the workplace. We continue to review our policies and workplace support to ensure colleagues can thrive at every stage of their career.

We've trained Wellbeing Champions and Mental Health Champions who provide a visible source of support, encourage open conversations about wellbeing and help reduce the stigma often associated with mental health. We support colleagues to achieve a healthy work-life balance through flexible and hybrid working arrangements where roles allow, wellbeing policies and initiatives such as our Cycle to Work scheme.

Listening to colleagues is a key part of our approach. Through our quarterly wellbeing pulse survey, we gather feedback on how colleagues are feeling and identify emerging issues or trends. This insight enables us to shape wellbeing initiatives and ensure support remains relevant to colleagues' needs. Wellbeing information is monitored and reported through our governance framework, helping us maintain a strong focus on colleague health, wellbeing and engagement.



Our Board (11 members) comprised 64% women, 9% BAME, 9% tenants and 18% with a known disability. The average age of the board was 56. The average tenure of the Board members was 4.7 years.

