



# Sustainability and impact report

2024/25

**LiveWest**  
A home for everyone





We are proud to present our fifth sustainability report, highlighting our impact and continued commitment to sustainability in the social housing sector.

As the largest social housing provider in the South West, we understand that our responsibility goes beyond the 40,000 homes we manage and recognise the critical role we play in driving positive change and sustainable development throughout the region. Our corporate strategy reflects our sustainability goals, and we remain committed to integrating sustainability into all aspects of our operations to create long-term value.

We continue to track our progress to Net Zero greenhouse gas emissions and have made significant strides towards our target of achieving at least EPC C in all our homes by December 2028, retrofitting more homes in the last 12 months than in the previous three years combined. Recognising that collaboration is essential to achieving greater impact, we are strengthening our partnerships and have established an internal social value working group to maximise the outcomes we deliver.

We have also introduced initiatives such as a community mobile hub, designed to bring our services to the neighbourhoods we manage and engage with our customer directly. We continue to trial new technologies and innovative practices, supported by our Innovation Panel, and are working on our new sustainability strategy to outline our ambition for the next five years.

This report highlights our progress towards building sustainable, inclusive, and socially responsible communities for both our customers and the planet.

If you have further queries, please contact [investorrelations@livewest.co.uk](mailto:investorrelations@livewest.co.uk)

**Russell Baldwinson**  
Executive Director of  
Development and Investment

UN sustainable development goals

Our progress in sustainability, aligned both directly and indirectly with the UN Sustainable Development Goals (SDGs), exemplify our dedication to creating thriving communities and addressing pressing global challenges:



This report shows our performance with prior year comparisons against the 46 criteria of the Sustainability Reporting Standard (SRS), covering specific themes with the summary below showing how they align to a number of the UN Sustainable Development Goals:

SRS Area	Theme Name	Description	UN Sustainable Development Goal	
Environmental	Climate change	Prevents and mitigates the risk of climate change	7 13	Affordable and clean energy Climate action
	Ecology	Promotes ecological sustainability	15	Life on land
	Resource management	Sustainable management of natural resources	12	Responsible consumption and production
Social	Affordability and security	Provides affordable and secure housing	1 10 11	No poverty Reduce inequality Sustainable cities and communities
	Building safety and quality	Customer safety and building quality are well managed	11	Sustainable cities and communities
	Resident voice	Listens to customers' voice	3 11	Good health and wellbeing Sustainable cities and communities
	Resident support	Supports customers, and the local community		
	Placemaking	Supports customers and the wider local community through placemaking		
Governance	Structure and governance	Legal structure of the organisation and its approach to governance	16	Peace, justice and strong institutions
	Board and trustees	High quality Board		
	Staff wellbeing	Supports employees	3 8	Good health and wellbeing Decent work and economic growth
	Supply chain management	Procures responsibly	12	Responsible consumption and production



Theme	Criteria	Indicator	Target	March 2025	March 2024	March 2023
Climate change	C1	Average EPC rating	-	74.22	72.90	72.20
	C1	EPC ratings of C and above - start of year (%)	100%	85%	79%	75%
	C2	EPC ratings of C and above - developed in year (%)	100%	100%	99.8%	99.7%
	C4	Number of homes retrofitted in past year	-	763	150	298
	C5	Scope 1 (tonnes CO2e)	-	5,011	4,655	4,325
	C5	Scope 2 (tonnes CO2e)	-	1,547	1,559	1,687
	C5	Scope 3 (tonnes CO2e)	-	131,024	133,711*	139,047*
Ecology	C7	Tree carbon sequestration pa (tonnes CO2e)	-	358	356	266
Affordability	C12	Average rents vs private rented sector (%)	<65%	56%	56%	56%
	C13 and C14	Affordable tenures at end of year (%)	>90%	93%	93%	93%
Security	C16	Homes with at least three year fixed tenancy (%)	100%	99.7%	99.7%	98%
Building safety	C17	Homes with gas safety compliance (%)	100%	100%	100%	100%
	C17	Homes with fire risk assessment (%)	100%	100%	100%	100%
	C18	Homes that meet the Decent Homes standard (%)	100%	99.99%	99.98%	100%
Resident voice	C20	Customer satisfaction (%)	86%	85.90%	84.90%	85.6%
	C22	Complaints upheld by the Housing Ombudsman	-	32	22	4
Governance	C25	Registration with the Regulator of Social Housing	Yes	Yes	Yes	Yes
	C26	Most recent viability and governance ratings from the Regulator of Social Housing	G1/V1/C1	G1/V1/C1	G1/V1	GC/V1
	C28	Not for profit provider	Yes	Yes	Yes	Yes
	C30	Adverse regulatory findings in the last 12 months	None	None	None	None
	C34	Group Board that are non-executive directors (%)	-	90%	83%	83%
	C36	Service of external auditors	<10 years	7 years	6 years	5 years
Staff wellbeing	C40	Gender pay gap (mean)	-	7.03%	6.96%	9.33%
	C41	CEO ratio (median)	-	8:67:1	9:00:1	8:74:1

This table summarises our performance, along with targets (where applicable), for key quantitative criteria. More detailed information can be found throughout this report.

\*Scope 3 restated for 2023 and 2024





## Environmental Climate change

This theme seeks to assess how the activities of the housing provider are impacting on climate change, and how they are mitigating the physical risks of climate change. This theme considers current practice, as well as the changes being made to improve performance in the future. The theme is made up of six criteria, including the distribution of EPC ratings, emissions data, climate risk mitigation plan and environmental strategy.

Climate change poses a variety of challenges to housing associations as more extreme weather, rising temperatures, and shifting environmental conditions affect how we build, maintain, and support customers in our homes. It is important to recognise both how climate change affects us and how our actions impact the climate to maintain long-term resilience, protect vulnerable communities, and meet sustainability and regulatory targets.



Through analysis of our carbon emissions, we know that our homes are our biggest source of greenhouse gas. We are committed to making investment decisions that improve the energy efficiency of our homes, lower our carbon footprint and help reduce living costs for customers. This is supported by our £48m investment programme, alongside £15m of grant funding, to deliver all our homes to an energy efficiency rating of EPC C by December 2028, two years ahead of the Government's requirement. In line with the Paris Agreement and UK Net Zero Goals, we have also committed to Net Zero by 2050.

In 2023, we began our fleet decarbonisation journey by introducing a pilot of 10 electric vans of various sizes to understand their effectiveness in our operations. To date, we estimate that this has saved almost 47 tonnes of CO<sub>2</sub>e versus doing the equivalent mileage in diesel vehicles. We are also supporting vehicle electrification in our communities, installing 424 electric vehicle charge points.

Our environmental impact is audited by Sustainable Homes Index for Tomorrow (SHIFT), an independent accreditation scheme for the social housing sector recognised by the Regulator of Social Housing and backed by the Government. SHIFT assess our performance against a variety of environmental criteria, including greenhouse gas emissions, biodiversity, strategy and supply chain impacts, offering a comprehensive overview of our environmental footprint. In our most recent assessment, we achieved a gold accreditation with a score of 65.12% (ranked 2nd out of the 40 most recent SHIFT assessments as of August 2025), demonstrating our continued commitment to our sustainability goals.





C1. Distribution of EPC ratings of existing homes (those completed before the last financial year)

Enhanced reporting:

- Average Standard Assessment Procedure (SAP) rating of existing homes (those completed before the last financial year).

In 2024/25, our average SAP score across all our homes increased to **74.22**, increasing from 72.90 in 2023/24 and 72.20 in 2022/23. This is well above the sector average of 71.00 (Source: English Housing Survey), helping to lower heating costs for our customers and reduce our environmental impact.

At 31 March 2025, we had 4,763 homes with an EPC rating below C, covering a range of heating systems and construction types.

We continue to work with funding partners, including the Warm Homes: Social Housing Fund, to deliver £15m of funding alongside our £48 million retrofit investment programme across the South West. To date, this has enabled the installation of retrofit measures in 1,273 homes.

This table outlines the distribution of current EPC ratings in our existing homes across three years, excluding shared ownership. This is based on a combination of energy performance certificates (EPCs) along with system generated modelling, which is subject to change as we improve our data quality.

Existing Homes EPC Rating (completed before the start of the previous financial year)	2024/25		2023/24		2022/23	
	no.	%	no.	%	no.	%
(92+) A	230	1%	88	0%	35	0%
(81-91) B	5,025	16%	4,264	13%	3,553	11%
(69-80) C	22,337	69%	21,091	65%	20,353	64%
(55-68) D	4,282	13%	6,075	19%	6,987	22%
(39-54) E	436	1%	660	2%	723	2%
(21-38) F	45	0%	68	0%	77	0%
(1-20) G	-	0%	1	0%	3	0%
Number of homes without an EPC rating	-	0%	-	0%	-	0%
Total	32,355	100%	32,247	100%	31,731	100%
% homes achieving C and above	85%		79%		75%	
Average energy efficiency rating of our existing homes	73.96		72.71		71.97	

C2. Distribution of EPC ratings of new homes (those completed in the last financial year)

Enhanced reporting:

- Average SAP rating of new homes (those completed in the last financial year).

To minimise future retrofit requirements, we’re committed to building homes that align with zero-carbon expectations from the outset.

While gas remains a more affordable fuel than many other sustainable alternatives, our Net Zero Carbon Standard (NZC) promotes the provision of affordable homes for everyone without compromising on cost or comfort for our customers. Applied to all directly procured affordable homes, this standard pairs

low-carbon technologies, such as heat pumps and photovoltaic panels, with a building fabric that meets the Government’s Future Homes Standard.

Homes are designed for optimal orientation to maximise solar efficiency. This approach delivers an 85% carbon reduction relative to 2013 Building Regulations, with remaining emissions expected to reduce further as the electricity grid continues to decarbonise.

New homes EPC rating (completed in the previous financial year)	2024/25		2023/24		2022/23	
	Number	%	Number	%	Number	%
(92+) A	97	15%	18	3%	8	1%
(81-91) B	546	85%	501	96%	633	97%
(69-80) C	-	0%	4	1%	10	2%
(55-68) D	-	0%	1	0%	2	0%
(39-54) E	-	0%	-	0%	-	0%
(21-38) F	-	0%	-	0%	-	0%
(1-20) G	-	0%	-	0%	-	0%
Number of homes without an EPC rating	-	0%	-	0%	-	0%
Total	643	100%	524	100%	653	100%
% homes achieving C and above	100.0%		99.8%		99.7%	
Average energy efficiency of our new homes	87.48		85.18		84.19	

Due to our enhanced development specification, we continue to demonstrate improvements in the EPC ratings of our new homes. The table below shows the distribution of EPC ratings in our new homes over the past three years, excluding shared ownership:



### C3. Does the housing provider have a Net Zero target and strategy? If so, what is it and when does the housing provider intend to be Net Zero by?

#### Enhanced reporting:

- Is the housing provider's Net Zero commitment in line with the Science Based Target (SBT) initiative?
- Does the housing provider have a costed transition plan?

Although we have committed to achieving Net Zero greenhouse gas emissions by 2050 and have developed a high-level Net Zero Roadmap, we do not yet have a formal strategy in place. Similarly, while our business plan includes provisions for reaching Net Zero by 2050, it does not yet represent a fully costed transition plan.

Last year, we established our emissions baseline which we are using to develop our strategy to guide progress towards Net Zero, aligned with the Science Based Targets initiative (SBTi). This will be supported by scenario modelling and a pilot to transform an empty home to a Net Zero-ready standard, helping us to understand how to effectively decarbonise our homes and deliver at scale.



### C4. What retrofit activities has the housing provider undertaken in the last 12 months in relation to its housing stock? How do these activities align with, and contribute towards, performance against the housing provider's Net Zero strategy and target?

#### Enhanced reporting:

- Number of homes that have been retrofitted in the last financial year.
- Homes that have been retrofitted in the last financial year as a percentage of the total homes the housing provider is aiming to retrofit.

With £15 million in grant funding, we are delivering a £48 million investment programme to complete multi-measure retrofits, aiming to raise the SAP score of all our homes to at least C69 by December 2028. These measures include loft insulation, cavity wall insulation, external wall insulation, windows and doors, ventilation, high heat retention storage heaters, and PV installations. We use technologies such as environmental sensors to assess the effectiveness of the works. Sensors are currently deployed in 30 properties to monitor improvements before and after retrofits, including improved air quality and reduced risk of damp and mould.

Over the past financial year, we have completed retrofit improvements in 763 homes: exceeding the total number of homes retrofitted in the previous three years combined. This represents roughly 16% of homes with an EPC band D68 or below, rising to approximately 18% when

focusing only on homes targeted for retrofit. However, due to the uncertainty surrounding the impact of SAP 10, it is difficult to estimate how many homes will need retrofit measures as the requirements and investment decisions for retrofit may change. In total, we've now delivered retrofit improvements to 1,273 homes, ensuring they are safe, energy efficient, and comfortable for our customers.

In July 2024, we were named the Unlock Net Zero Green Homes Upgrade for London & South Winner 2024 for our retrofit work at Furse Park, Plymouth. Judges said:

“

**This project understands how a balanced retrofit approach between technology and fabric performance can be applied. It has created a blueprint for similar projects with the same ambitions.”**

We have undertaken energy modelling to better understand the costs and works needed to achieve Net Zero across our housing stock by 2050. Our Innovation Panel is working closely with supply chain partners and teams across the business to drive progress. This includes trialling new innovative products that reduce waste and improve energy efficiency, as well as streamlining retrofit and planned works to minimise customer disruption and improve efficiencies.

Our retrofit activities align with the enhanced Net Zero Carbon Standard (NZC) for our newly procured affordable homes. This standard prioritises fabric efficiency in the building envelope, integration of heat pump technology, and the use of renewable energy technologies. By ensuring our new build properties are fit for the future, we minimise the need for retrofit and ensure our stock is ready for Net Zero.

C5. Scope 1, Scope 2 and Scope 3 greenhouse gas emissions

Enhanced reporting:

• Does the housing provider qualify for SECR reporting? [Yes/No]

• SECR Intensity Ratio for Total Emissions (Scope 1-3) [kg CO2e/m²]

Global GHG emissions and energy use data		1 April 2024 - 31 March 2025		
			Scope 1 - Direct emissions	Scope 2 - Indirect emissions
		kWh	tonnes Co2e	tonnes Co2e
Emissions from the purchase of electricity, heat, steam and cooling:	Electricity - offices	849,740	-	175.94
	Electricity - recharged to customers	6,427,013	-	1,330.71
	Electricity - electric fleet vehicles	44,754	-	9.27
Emissions from activities including for which the company own or control including combustion of gas and operation of facilities:	Gas - offices	288,991	52.86	-
	Gas - recharged to customers	11,033,866	2,018.09	-
	District heating - offices	171,040	-	30.73
	Oil - recharges	82,279	20.30	-
	Biomass - recharges	88,500	1.00	-
	Refridgerent leaks	-	-	-
Emissions from combustion of fuel:	Fleet mileage	11,489,805	2,918.76	-
Total		30,475,987	5,011.01	1,546.65
Intensity ratio: Kgs per office m2		40.77		

We qualify for Streamlined Energy and Carbon Reporting (SECR), a nationwide reporting framework that mandates large companies to report their annual energy use and carbon emissions. Our Scope 1 and 2 greenhouse gas emissions for LiveWest Group for the current and prior years are set out in this table:

1 April 2023 - 31 March 2024			1 April 2022- 31 March 2023		
	Scope 1 - Direct emissions	Scope 2 - Indirect emissions		Scope 1 - Direct emissions	Scope 2 - Indirect emissions
kWh	tonnes Co2e	tonnes Co2e	kWh	tonnes Co2e	tonnes Co2e
953,456	-	197.44	1,070,138	-	206.94
6,362,212	-	1,317.45	7,435,367	-	1,437.85
25,597	-	5.30	-	-	-
291,012	53.23	-	268,472	49.01	-
11,097,612	2,030.07	-	11,096,188	2,025.50	-
214,612	-	-	247,762	-	42.30
70,100	17.29	38.55	70,678	17.47	-
88,500	0.95	-	88,500	0.93	-
-	2.89	-	-	-	-
10,038,058	2,550.60	-	8,709,322	2,232.29	-
29,141,158	4,655.03	1,558.74	28,986,427	4,325.19	1,687.09
45.43			46.85		





Where we are responsible for purchasing fuel, emissions from business travel in rental cars or employee-owned vehicles is a mandatory SECR reporting category. We have outlined this for current and prior years in the table below:

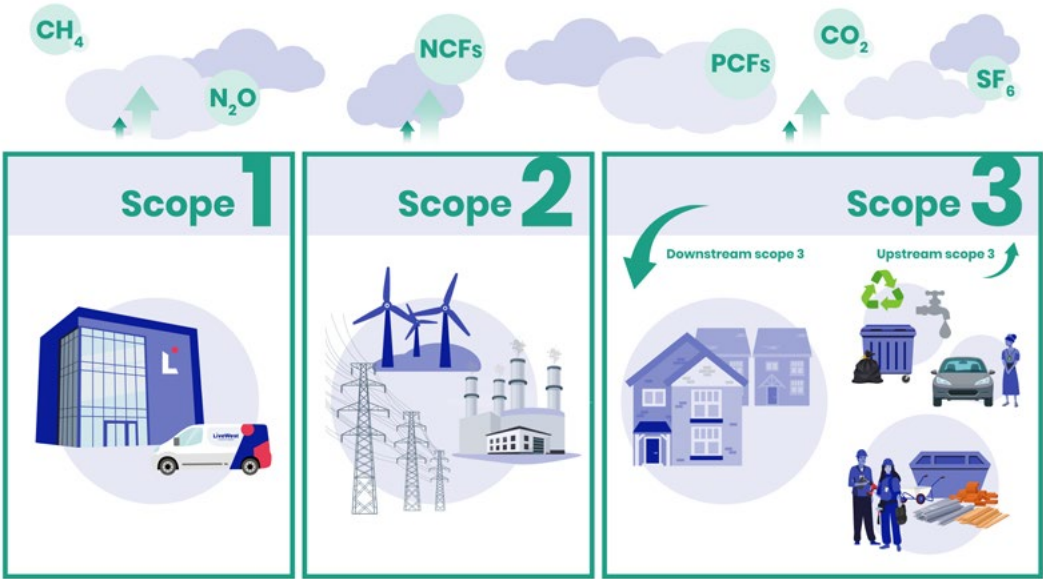


	1 April 2024 - 31 March 2025		1 April 2023 - 31 March 2024		1 April 2022 - 31 March 2023	
	kWh	Scope 3 - Other indirect emissions (tonnes CO2e)	kWh	Scope 3 - Other indirect emissions (tonnes CO2e)	kWh	Scope 3 - other indirect emissions (tonnes CO2e)
Business mileage	1,850,416	444.13	1,628,553	392.54	1,436,841	352.24

### SECR methodology:

- Electricity and gas kWh consumption has been provided by our energy broker for the period 1 April 2024 to 31 March 2025.
- Biomass consumption has been estimated based on a shift default of 17,700 kwh per home.
- Oil and district heating consumption has been taken from invoices.
- Fleet mileage has been taken from our in-house web tracking system and reconciled to our fuel card data.
- Business mileage has been taken from our expense handling software.

Greenhouse gas emissions have been calculated using government DESNZ (2024) conversions factors in line with Environmental reporting guidelines (2019) as much of the financial year falls into the calendar year 2024. These calculations have been verified by a third-party SHIFT Environment.



We continue to see the benefits of reviewing our building energy management systems and automatic light sensors in our offices, resulting in reduced office energy consumption compared to prior years. A rise in activity levels and the expansion of our in-house maintenance teams has led to a year-on-year increase in fleet emissions however, by continuing to insource works previously undertaken by external contractors, we now have better visibility and control of these emissions. Where we are improving our data quality and identifying additional energy sources that will be reported going forwards, such as refrigerant leaks in 2023/24, prior year comparisons are not available.



	Tonnes CO2e						% change from baseline	% change from baseline per home
	2024/25	2024/25 per home	2023/24	2023/24 per home	2022/23	2022/23 per home		
Scope 1	5,011	0.15	4,655	0.14	4,325	0.13	16%	13%
Scope 2	1,547	0.05	1,559	0.05	1,687	0.05	-8%	-11%
Scope 3	131,024	3.94	133,711*	4.08	139,047*	4.29	-6%	-8%
Total	137,582	4.14	139,924	4.27	145,059	4.48	-5%	-8%

### Scope 3 GHG emissions:

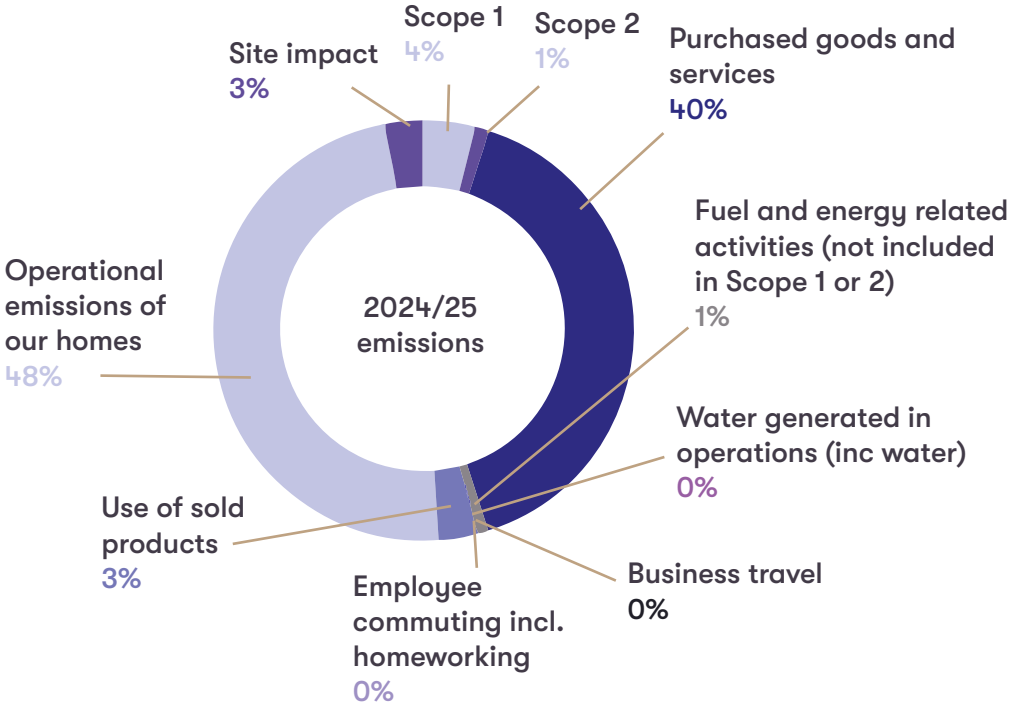
Our total organisational carbon footprint has been calculated in line with the Greenhouse Gas (GHG) Protocol, including the indirect scope 3 emissions within our value chain that are beyond our direct control.

Our Scope 1, 2 and 3 emissions for current and prior years are outlined in the table above.

Despite seeing growth in our financial turnover over the past two years, we have achieved a 5% decrease in overall emission since our 2022/23 baseline.

This improvement is likely driven by enhanced specifications in our new homes and the impact of our extensive retrofit programme. Our emissions category breakdown for 2024/25 can be seen in this chart:

Our emissions category breakdown for 2024/25 can be seen below:



Note: Categories displaying 0% carry contributions <1%. Categories with zero emissions are not shown.

### Energy efficient actions taken during the year:

We provide the following energy efficiency action statement:

We have purchased Renewable Energy Guarantees of Origin (REGO's) for our main offices from our electricity supplier to offset our scope 2 indirect emissions. This equates to and offsets **175.94 tonnes CO2e** for the Group.

We have purchased Renewable Gas Guarantees of Origin (RGGO's) for our main offices from our gas supplier to offset our scope 1 direct emissions. This equates to and offsets **52.86 tonnes CO2e** for the Group.

In 2024/25, our photovoltaic (PV) arrays at our Tolvaddon and Weston offices produced around 19,000 kWh of electricity which was used in the offices or exported to the national grid, saving **3.93 tonnes CO2e**.

Our PV array from our communal supply generated around 9,400,000kWh of electricity, saving approximately **968.66 tonnes of CO2e**. This has been calculated using average of 1,700kWh generated per home and the assumption that 50% is exported to grid, an assumption commonly used (i.e. in Feed-in-Tariff assumptions) as export meters are not present.

Our 2 for 1 tree replacement programme has contributed to our total of **46,674 trees**, which currently sequester 358 tonnes of carbon per year.

We have committed to reaching EPC C by December 2028, which is earlier than the government's 2030 target. This should have a positive impact and reduction to the carbon emissions of our homes in future years.



## C6. How has the housing provider mapped and assessed the climate risks to its homes and supply chain, such as increased flood, drought and overheating risks? How is the housing provider mitigating these risks?

To ensure the safety of our customers and their homes, we maintain our target of constructing **100%** of new homes in Flood Zone 1 areas or locations where suitable flood mitigation measures can be implemented.

We invest in versatile, multipurpose green infrastructure within our developments, such as sustainable urban drainage systems, to manage surface water runoff while providing recreational spaces and supporting biodiversity. This is supported by our 2-for-1 tree replacement scheme for any trees unavoidably removed during development, helping to reduce flood risk and mitigate overheating by reducing the urban heat island effect.

In existing communities, we undertake rewilding initiatives in grassed areas to lessen surface water runoff and reduce flood risk. Using our Geographic Information System (GIS), we overlay the locations of our existing homes with Environment Agency long-term flood risk maps to identify areas at greatest risk of flooding.

We continue to collaborate with local authority partners and housing associations to ensure coordinated responses,



including emergency temporary accommodation in the event of flooding across the geographical area.

Overheating considerations are integrated into all new home designs, prioritising passive measures over active cooling. Where there is an increased risk of overheating, we recommend in-depth assessments to mitigate discomfort for our customers. In existing homes, overheating risk is mapped annually as part of our SHIFT assessment.

Ventilation and overheating risks are a key consideration in our retrofit programme, ensuring the measures we install keep customers cool in the summer and warm in the winter, which is further boosted by the installation of photovoltaic (PV) arrays that can support fans and air conditioning systems to effectively counter overheating concerns.

We provide new customers with comprehensive electronic home guides, covering heating and ventilation to view at their convenience, while rented customers receive additional heating and hot water information and instructions on how to programme their homes for maximum efficiency. Our maintenance and renewables teams undergo regular training to further support and advise our customers about how to efficiently heat and cool their homes.

We continue to recognise the geopolitical risks to our supply chain and the benefit of mapping critical services and components against international environmental risk maps to enhance resilience. However, the complexity of our supply chains means this mapping is not yet possible until first-tier suppliers provide the necessary information.





## Ecology

This theme seeks to assess how the housing provider is protecting the local environment and ecology. The theme is made up of two criteria around managing pollutants and increasing biodiversity.

Across our geography, we own and manage a total of **46,674** trees, storing **7,777** tonnes of carbon, and specify 10% biodiversity net gain across our developments. We actively promote nature engagement events in our communities, including edible gardens and community planting, promoting responsible ecological management and strengthening local connections with nature. By enhancing biodiversity, reducing pollution and developing multifunctional green spaces across our extensive land holdings, we support long-term ecological resilience, creating a harmonious environment for wildlife and the wellbeing of current and future generations.

C7. Does the housing provider have a strategy to enhance green space and promote biodiversity on or near homes? If yes, please describe with reference to targets in this area. If no, are you planning on producing one in the next 12 months?

- Enhanced reporting:
- What is the housing provider’s Biodiversity Net Gain target for new and existing homes? Does this exceed minimum requirements?

Our Environmental Policy requires us to design, maintain and manage our green spaces in a way that maximises opportunities for wildlife and carbon capture. On all own-led new build sites, we strive to protect and enrich the natural environment around our homes.

Our landscaping guidelines, defined in our Employer’s Requirements, aim to preserve the existing ecological features and green infrastructure and we specify a minimum of 10% biodiversity net gain (BNG) in all new homes, exceeding this wherever possible.

By incorporating multifunctional green spaces into our design, such as areas for recreation, natural screening, added colour and food production, we aim to create places that benefit both people and nature.

As a large landowner, we have a responsibility to support healthy, green neighbourhoods that contain a substantial tree stock. This is assessed annually to monitor the number of trees we own and assess their positive environmental impact:

	2025	2024	2023
Number of trees	46,674	47,062	41,680
Carbon storage (whole value)	7,777 tonnes	7,544 tonnes	7,750 tonnes
Annual carbon sequestration	358 tonnes	353 tonnes	266 tonnes
Annual pollution removal (excluding ozone)	2.1 tonnes	2.4 tonnes	1.5 tonnes



In 2024/25, both carbon storage and annual carbon sequestration from our tree stock increased, likely due to the natural growth of existing trees - particularly larger or fast-growing species that capture more carbon dioxide over time. However, our total number of trees has declined slightly compared to 2023/24, primarily due to continued planned maintenance, such as removal of diseased ash trees, and sales of land or properties containing former tree stock. Since pollution removal is closely linked to overall leaf surface area, this reduction in tree numbers likely led to decreased canopy coverage and, as a result, a drop in pollutant capture.

Improving green and recreational spaces in our Neighbourhoods in Focus (NIF) areas is shaped by the voices of our customers. Our community connectors play a key role, linking customer priorities with internal teams to co-create greener, more usable spaces around our existing homes. In 2024/25, around **36%** of all Community Connector activities focused primarily or secondarily on either 'Environmental' themes - such as education, engagement, biodiversity, habitat creation, and tree planting - or 'Open Spaces' which includes green areas, play spaces and community growing spaces.

The projects related to biodiversity and the enhancement of green spaces include: A two-year customer consultation with financial support from Dartmouth Town Council, TQ6 Community Partnership, SHDC Councillors and South Hams District Council to help update a play park in Plymouth, including planting flower beds, a new basket swing and goal posts.

### Projects have included:

- Working with customers in Tavistock to create a sitting area with planters that will be managed by the community, with an apple tree and bee and butterfly friendly plants and seeds.
- Creating a new compost area where customers can compost food waste in Copplestone Drive, Exeter.
- Installing raised planters at the Courtney Centre Community Garden to enable customers to grow vegetables and herbs for use in cookery sessions.
- Tidying a communal area in Heamoor, Penzance and arranging planting and garden furniture to create a social area for customers.

Through Neighbourhoods in Focus (NIF) action plans, many customers continue to maintain and nurture outdoor community spaces, improving the look and feel of their surroundings, reclaiming underutilised spaces and creating stronger, more connected communities.

As part of our customer engagement initiatives, we offer dedicated Creating Greener Futures Together web pages, which offer advice and support for customers who are looking to enhance biodiversity in their gardens or open spaces. These webpages are regularly reviewed to ensure they contain relevant support. Green spaces are assessed during contract tender processes to identify areas that can be used to create wild meadows on a case-by case basis.





**C8. Does the housing provider have a strategy to identify, manage and reduce pollutants that could cause material harm? If so, how does the housing provider target and measure performance?**

As outlined in our Environmental Policy, we will identify and minimise any negative environmental impacts from our activities.

To ensure compliance with the Environmental Act 2021, we prioritise risk mitigation and careful handling of potential sources of pollution to minimise accidental contamination. We monitor these controls during construction, encouraging proper waste disposal protocols and engaging sub-contractors with the requisite licenses to prevent pollution incidents.

Our Assure Portal facilitates robust health, safety, and near miss reporting to address pollutant incidents promptly and is shared with our Customer

Services Committee, promoting transparency and continuous improvement.

Regular estate and block inspections detect damp in communal areas, with smart sensor trials in existing homes enhancing mould prevention. Monthly compliance reporting covers fire, water, gas, electrical and asbestos management, and our drive to reduce properties reliant on oil and solid fuel heating significantly contributes to mitigating associated risks. Furthermore, our Legionella control measures ensure good water hygiene, and our Asbestos Safety Standard includes dedicated, trained teams and an annual inspection cycle for compliance.

In our Employers Requirements for own-led new build properties, we have set out clear pollution management guidelines and require appropriate action to protect watercourses and wetlands from accidental pollution runoff.

Contractors are obligated to dispose of waste correctly, reduce the effects of mould growth and follow reactive mould treatments if required. Additionally, we have collaborated with Assure to develop a waste reporting dashboard, facilitating real-time monitoring of waste generation and disposal pathways on new development sites, including waste diversion from landfill and recycling achievements.

**Resource management**

**This theme seeks to identify the extent to which the housing provider has a sustainable approach to materials in both the construction and management of properties. The theme is made up of three themes that cover sourcing materials, water management and waste management.**

We recognise that the materials we use and how we manage them have a lasting impact on the environment, our communities and the wider supply chain. We remain committed to improving the environmental performance of our operations by applying strong design principles to new developments, using responsibly sourced materials, and implementing effective water and waste management practices to create communities where people want to live. By embedding these principles, we aim to reduce our environmental footprint, support a circular economy, and contribute to the long-term sustainability of the housing sector.





## C9. Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building and repairs works? If so, how does the housing provider target and measure performance?

As outlined in our Environmental Policy, wherever applicable, we will use materials from sustainable sources in our construction projects and supply contracts and will identify and minimise any adverse effects on the environment arising from our activities.

We continue to measure the procurement of sustainable materials as a key performance indicator (KPI) in our contract performance tracker, which is being rolled out to all contracts over six months in duration and £100k in value as part of training and contract performance management. Rollout, training and permeation throughout the organisation is monitored quarterly by management.

Our Employers Requirements specify the use of sustainably sourced materials in new own-led homes, including Forest Stewardship Council (FSC) certified timber and products with reduced or recycled plastic content, provided they meet our quality and aesthetic standards.

We urge contractors to adopt plastic-free packaging or establish plastic takeback schemes within their supply chains.

In partnership with our procurement consortium, Advantage South West, we also promote more sustainable product and packaging options within our supply frameworks across the region.

Across repairs and retrofit contracts, we include responsible material sourcing in contractual specifications. This includes timber procurement in line with UK Government Timber Procurement Policy (UKTPP), requiring certification to meet FSC, GiB, PEFC, or equivalent standards.

Paint specifications have been developed in conjunction with a leading global manufacturer to favour water-based products and window replacements specify a recycled inner core for new uPVC window frames.

## C10. Does the housing provider have a strategy for waste management incorporating building materials? If so, how does the housing provider target and measure performance?

Our Environmental Policy commits us to deliver effective waste management and maximise recycling systems in all areas of our activity. We continue to require our contractors to collect waste data through monthly waste management reports.

For own-led development schemes, the Assure reporting dashboard supports this by collecting site waste data aligned with agreed business-wide criteria. This data will be used to progress the future adoption of waste generation, landfill diversion and recycling strategies. A target for the percentage of waste that is recycled and/or diverted from landfill is currently set at 90%. With an average diversion rate of **96.7%**, we are currently exceeding this target.

In line with the waste hierarchy, we are working to improve reuse and repair rates across our operations. We have been expanding our product options to include manufacturers that offer spare parts or repairs services, reducing the need for full product replacements and minimising waste. Early results in our ventilation and window repair programmes are promising, and we plan to build on this progress in the coming year.





## C11. Does the housing provider have a strategy for water management? If so, how does the housing provider target and measure performance?

As outlined in our Environmental Policy, we are committed to promoting the efficient and affordable use of water in the homes we manage and to maximising in our offices through thoughtful design and working practices.

In new developments, we exceed current building regulations, aiming for a water consumption rate of 110 litres per person per day in own-led schemes. We offer advice and guidance to contractors, setting preferences for aerated taps and showers in place of low flow taps or low volume baths where possible to help achieve this goal.

In existing homes, bathroom replacements incorporate low flow toilet cisterns, taps and shower heads to help

minimise unnecessary water wastage. Through our Product Forum, a subgroup of LiveWest's Innovations Panel, we have also agreed to include additional water saving devices in kitchen and bathroom specifications and repair works.

We also promote water saving tips on our website and Creating Greener Futures Together webpages, to offer customers advice and guidance around good water management.

Across all three offices, we actively promote water management through a robust maintenance program that quickly identifies repairs and leaks, while minimising water waste with the installation of low-flow toilets.

Purpose-built offices in Exeter and Tolvaddon adhere to Building Research Establishment Environmental Assessment Methodology (BREEAM) standards, featuring water-conscious amenities like zip taps and flow restrictors in the showers of our Exeter office.

Boiling water taps have been installed, and a comprehensive water hygiene program is in place to mitigate legionella risk. The legionella procedure has been reviewed in the last year, and the standards are available on our website.

## Social

### Affordability and security

**This theme seeks to assess the extent to which the housing providers provide long-term homes that are genuinely affordable to those on low incomes. The theme is made up of five criteria, including the tenure mix of new and existing properties, the security of tenure and fuel poverty.**

The South West faces significant housing challenges, with the rising cost of living, second homes, and holiday rentals reducing the availability of good quality, affordable homes in the region. Over the past year, our Tenancy Sustainment team has seen rising demand for crisis support and more customers with insufficient income to cover basic living costs. This is exacerbated by cuts to public sector services, resulting in growing numbers of customers with vulnerabilities or support needs that are no longer externally supported. With demand for affordable homes outpacing supply and increasing pressure to address and meet the support needs of our customers, our strategy to invest sustainably and deliver a long-term plan for providing high-quality, safe, secure, and affordable homes in the region is crucial. We are committed to offering rented homes below market levels and doing what we can as a landlord to enable customers to remain in their homes.



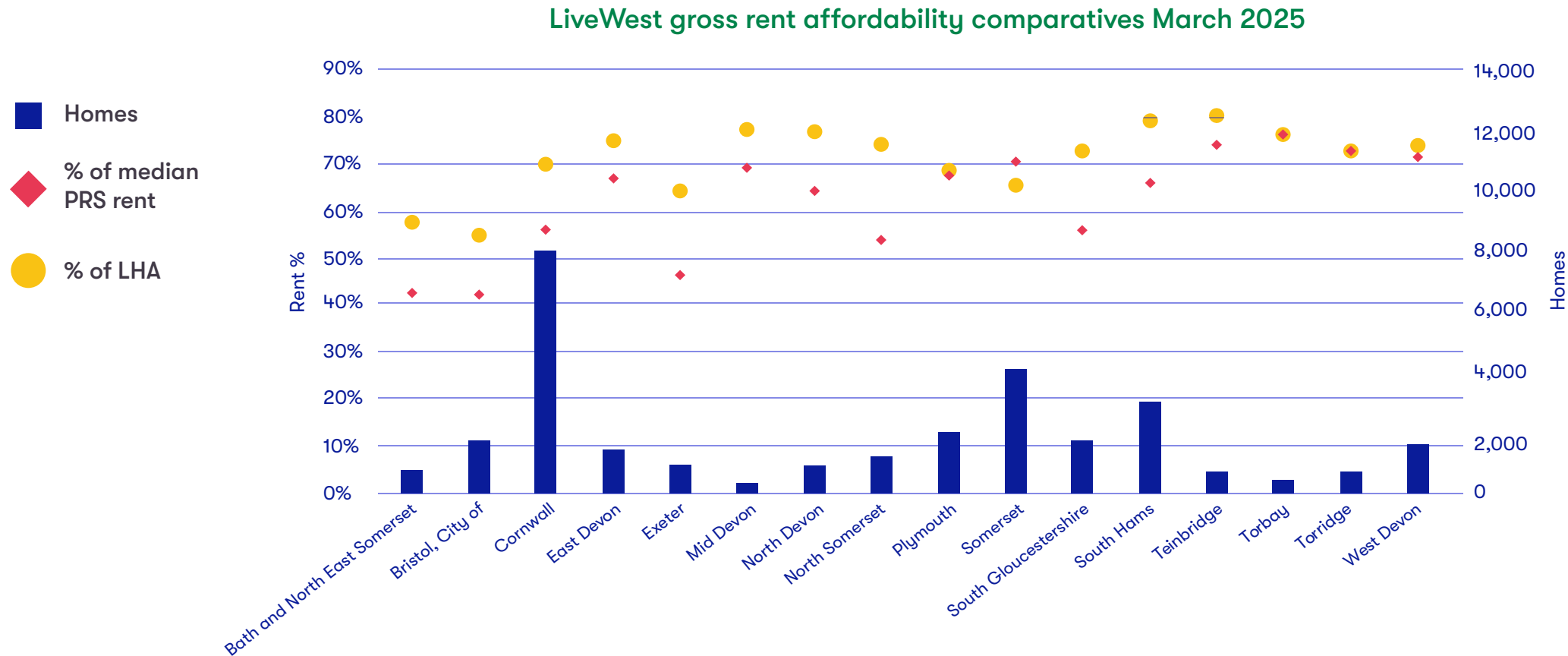


C12. For properties that are subject to the rent regulation regime, report against one or more Affordability Metric:

- 1) Rent compared to median private rental sector (PRS) rent across the relevant local authority.
- 2) Rent compared to the relevant Local Housing Allowance (LHA).

On average, our rents in 2024/25 were **56.3%** of median Private Rented Sector (PRS) rent across all relevant local authorities and 69.1% of Local Housing Allowance (LHA), driving strong long-term demand for our homes.

All our rents are at or below Local Housing Allowance rates (30th percentile of market rent), as shown in the graph below.



C13 & C14. Share, and number, of new and existing homes (owned and/or managed) allocated to: general needs (social rent), intermediate rent, affordable rent, supported housing, housing for older people, low-cost home ownership, care homes, private rented sector.

- Enhanced reporting:
- Number homes disposed of in the last 12 months, by tenure type.

Number of homes acquired in the last 12 months, by tenure type.

Our primary focus is to provide good quality social and affordable rented homes across the South West of England.

We have **40,751** homes across 20 local authorities, of which 93% are social housing.

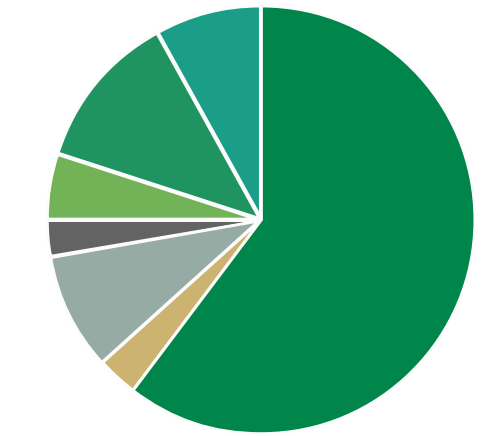
	Homes at 31 March 2025	Homes at 31 March 2024	percentage of total homes %
General needs (social rent)	24,666	24,380	60.5%
Intermediate rent	1,116	1,109	2.7%
Affordable rent	3,926	3,689	9.6%
Supported housing	1,128	1,129	2.8%
Housing for older people	1,837	1,837	4.5%
Low cost home ownership	5,231	5,043	12.8%
Total social owned and managed	37,904	37,187	93%
Leasehold and private rental sector	2,847	2,975	7%
Total homes	40,751	40,162	100%

\*Total homes of 40,751 excludes 84 commercial properties and 384 social homes owned not managed.



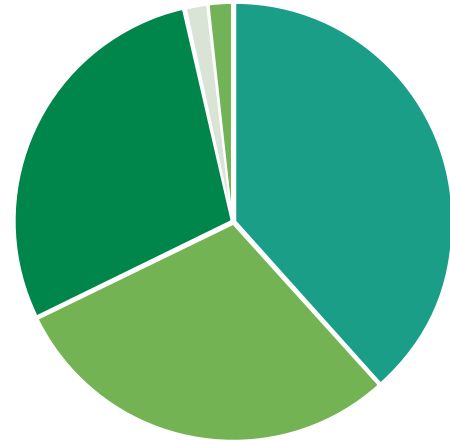
Over the last year, we have disposed of 118 homes, including 83 general needs properties, 22 supported housing for older people, nine intermediate rent and four private rentals. While we continue to face the challenges of a slowing housing market, the strong momentum of our pipeline helped deliver **902 affordable homes** and **78 new homes** for open market sale during the year. As part of our ambitious future development programme, in the next five years we expect to deliver over **5,700 homes** across all tenures, including **5,000 new affordable homes**.

Existing stock 2024/25



- 61.0% General needs (social rent)
- 2.8% Intermediate rent
- 9.2% Affordable rent
- 2.8% Supported housing
- 4.6% Housing for older people
- 12.5% Low cost home ownership
- 7.1% Private rental sector

New homes developed 2024/25



- 38.5% General needs (social rent)
- 29.3% Affordable rent
- 28.7% Low cost home ownership
- 1.7% Supported housing
- 1.9% Intermediate rent

This is supported by the Homes England Strategic Partnership Programme. Under Wave One, we have completed **977 homes**, with a further **153** due for delivery by March 2026. Under Wave Two, **291 homes** have been completed, and development has begun on **347 sites**. We remain on track to deliver the remaining **1,169 homes** under Wave Two by March 2028.

C15. How is the housing provider trying to reduce the effect of high energy costs on its residents?

We continue to progress our **£48m investment** programme, alongside **£15m of grant funding**, to achieve a minimum Energy Performance Certificate (EPC) rating of C or above in all our homes by December 2028. By improving insulation, upgrading glazing and doors, enhancing ventilation systems, installing high heat retention heaters, and adding photovoltaic (PV) systems, we aim to reduce our environmental impact and help lower energy costs for our customers. In the last financial year, we have made considerable progress towards our goal, **retrofitting 763 homes**, substantially more than our cumulative total since the programme began in 2021.

In new directly procured affordable homes, our strategy is to deliver a Net Zero Carbon Energy Efficiency Standard. This is driven through a fabric first approach with heat pump and PV technologies to attain an 85% reduction in carbon emissions compared to 2013 Building Regulations. This proposal reflects our commitment to reducing fuel poverty by lowering the operational costs of new homes when compared to 2021 Building Regulation Standards with gas boilers.

Customers are supported by our Tenancy Sustainment team who offer energy advice, particularly to those in or at risk of falling into fuel debt, to help reduce energy costs and resolve related issues. These are delivered on a one-to-one basis or in group sessions, including some at our sheltered schemes and resident groups. Through advice and guidance, we have been able to ease some of the financial pressure on

fuel-poor households, enabling customers to keep their homes warm and meet their essential needs. We have also undertaken a review of our communal area energy costs, such as working with customers to agree times of year to switch off or reduce communal heating and identifying improvements such as energy efficient light bulbs and timer switches.

The Tenancy Sustainment team handles referrals of customers seeking support with affordable warmth, energy tariffs and heating controls. During the year, we have hosted numerous energy advice providers and have secured over **£95,000 of Crisis and Hardship grants**. This has helped to provide essential support to **605 vulnerable customers** facing financial challenges, focusing primarily on food and energy assistance. Where possible we aim to match fund grants to boost impact, including the Surviving Winter Grant, which has provided **£20,000 worth of relief** across **156 customers**, and the Cornwall Cost of Living Grant, which has supported a further **51 customers**.

We are proud of our partnerships that contribute to energy cost reduction efforts and continue to build our network of support agencies. We collaborate with the Centre for Sustainable Energy to offer free online workshops, providing customers with advice on saving energy and money. Additionally, we are members of National Energy Action (NEA), further strengthening our commitment to supporting customers.





C16. How does the housing provider provide security of tenure for residents?

During the year, we allocated our homes in accordance with the Regulators Tenancy Standard, our Tenure Policy and our Allocations and Lettings Policy, ensuring that customers default to the security of an assured tenancy. We continue to work closely with our local authority partners to prioritise housing allocations for applicants with priority status on the housing registers.

Our lettings process ensures that tenancy failure is kept to a minimum and any customers who may need support are referred to our Tenancy Sustainment team. As a result, tenancy turnover for 2024/25 has remained low at **4.51%**, compared to the sector average of over 6%. This turnover has led to the re-letting of **841** general needs and sheltered homes and a further **510** supported homes. In total, we have supported **1,978** customers (excluding shared owners) to move into a new home this year.

Term	Tenancies	Percentage
Fixed term	92	0.28%
Non-fixed term	32,508	99.72%
Total	32,600	100.00%





# Building safety and quality

This theme seeks to assess how effective the housing provider is at meeting its legal responsibilities to protect residents and keep buildings safe. The theme is made up of three criteria, disclosing gas safety checks, fire risk assessments and meeting Decent Homes Standards.

The safety of our customers, their homes, and our colleagues remains our top priority. In line with updates to the Social Housing (Regulation) Act, we are strengthening our approach to managing homes now and in the future, focusing on:

- Building and fire safety.
- Our customer offer.
- Delivering a route to net zero.
- Carbon homes.
- Asset information management.

Key safety measures include gas checks, electrical inspections, and fire risk assessments. Our Building Safety team continue to monitor and implement regulatory requirements to ensure compliance with all relevant legislation.

In line with Consumer Regulations, the launch of our Customer Service Offer will play a key part in helping us keep customers safe

in their homes and ensure we treat everyone with fairness and respect. With support from our Data Insight team, we have been updating our customer profile information within our management systems to capture and understand the diverse needs of our customers and how we can flex our services to support them. Having robust data will enable us to improve services for our customers, enhance local neighbourhoods, and build stronger communities.

## C17. Describe the condition of the housing provider’s portfolio, with reference to:

- % of homes for which all required gas safety checks have been carried out.
- % of homes for which all required fire risk assessments have been carried out.
- % of homes for which all required electrical safety checks have been carried out.

### Enhanced reporting:

- % of homes for which all required asbestos management surveys or re-inspections have been carried out.
- % of homes for which all required legionella risk assessments have been carried out.
- % of homes for which all required communal passenger lift safety checks have been carried out.

On 31 March 2025, 100% (2024: 100%) of our homes had an accredited gas safety check, and 100% (2024: 100%) of our homes requiring fire risk assessments were compliant, demonstrating our continued commitment to safety. In addition, 100% of all required asbestos management surveys, legionella risk assessments and communal passenger lift safety checks have been carried out.

We have increased the percentage of homes with all required electrical safety checks completed to 99.71% from 98.90% in 2024 and migrated our service programme to a five-year cycle. At year end, there were just 12 properties with electrical safety checks overdue by more than six months, all of which are currently undergoing our no-access enforcement process.



C18. What % of homes meet the national housing quality standard? Of those which fail, what is the housing provider doing to address these failings?

Enhanced reporting:

- What is the target date for bringing homes that do not meet the standard into compliance?

As at 31 March 2025, **99.99%** (2024: 99.98%) of our homes met the National Housing Quality Standard.

One home did not meet the Decent Homes Standard: The Listed Building Consent required to replace its timber windows was not secured in time for works to be completed before year end. This work is scheduled for Q1 2025/26.



Resident voice



This theme seeks to assess how effective the housing provider is at listening to and empowering residents. The theme is made up of three themes that cover board scrutiny, complaint handling and resident satisfaction.

We are proud to have recently achieved the highest consumer regulatory grading of C1, demonstrating our commitment to truly listening to and empowering our customers. We actively create opportunities for our customers to shape and influence how our services are delivered, ensuring their priorities are not just heard but genuinely acted upon.

Our customer scrutiny group, InFocus, and well-established engagement channels influence how our services are delivered and ensure we are listening to customer feedback. The Chair and Vice Chair of InFocus also attend our Customer Services Committee meetings and feedback to our Board quarterly.

- The main aims of the group are:
- Ensuring our customers’ priorities are heard and acted upon.
  - Reviewing our performance and focusing on key issues for us to address.
  - Acting as a sounding board for proposed changes to service delivery and policies.
  - Considering value for money and helping identify what services our customers’ value.
  - Identifying and celebrating what we are doing well.



C19. How do you manage and mitigate the risk of damp and mould for your residents?

- How many cases of damp and mould were reported in the period that required action?
- What % of the housing providers portfolio do these homes account for?

To proactively address and reduce the risk of damp and mould affecting our customers, we have a customer-focused **Damp and Mould Policy** and associated operational procedure. This outlines how we define damp and mould and the actions we will take to resolve it. Our policy and additional information for customers is available on our website, including advice about the **cost of ventilation, safely heating homes**, and a **cost of living hub**.

To enhance the diagnosis and resolution of damp and mould issues, we have expanded our Remote Diagnostics team. This team can contact customers via text and carry out remote video surveys to assess reported problems. We are piloting a new IT platform that enables surveyors to schedule inspections within 14 days and automatically generates written reports for both the customer and our repairs teams. In April 2024, we introduced a new ‘Hazard’ priority level to test 14-day response times in preparation for Awaab’s Law. Over the past year, the average completion time for hazard-related repairs was 10 days.



In 2024/25, we carried out **5,973** clean and treat repairs across **4,326** homes, representing 13% of our general needs, sheltered and supported housing properties. Additionally, we completed **3,737** preventative damp and mould works in **1,342** homes, helping to protect a further 4% of our homes from developing future issues. As of the end of March 2025, there were zero Category 1 damp and mould cases. These are monitored and reported monthly to our Board and Executive team.

We report open repairs and the age of repairs to our Customer Services Committee. Currently, **82%** of open clean/treat repairs are less than 30 days old, with older cases subject to a ‘no access’ process. Due to the associated health risks, damp and mould-related works cannot be cancelled and we work with customers to gain access, using legal enforcement where necessary. For more complex preventative works, referred to as managed repairs, we set a 90-day target. Of these, currently 47 cases (13%) exceed this timeframe. We review damp and mould cases weekly, including all aged jobs, with detailed discussions around access challenges.



**C20. What are the results of the housing provider’s most recent tenant satisfaction survey? How has the housing provider acted on these results?**

Our overall customer satisfaction measure for 2024/25 has increased to **85.9%** for our low-cost rented customers, which remains a strong, top quartile performance when compared to the latest Housemark benchmarking data.

During 2024/25, we captured satisfaction data from 2,114 rented customers and 589 shared owners through monthly surveys covering all Tenant Satisfaction Measures (TSM), using our in-house survey methodology. Survey responses have been representative of our customer population and in line with the TSM requirements. The results from our surveys are shared monthly with customers, colleagues and the Board. Our performance remains strong across all 12 TSM customer perception measures, with 11 ranking in the top quartile. Satisfaction with communal areas is in the second quartile, and we have actions in place to drive further improvements.



**C21. What arrangements are in place to enable the residents to hold management to account for the provision of services?**

We continue to maintain strong customer engagement through a variety of channels and have expanded these over the past financial year in response to the new Transparency, Influence and Accountability Standard (Consumer Regulation). Our strong performance in this area was commented on by the Regulator in our recent inspection where we achieved a C1 rating and it was noted that “LiveWest provides a range of opportunities for customers to influence and scrutinise its strategies, policies and services. LiveWest takes customers’ views into account in decision-making and provides information about landlord services, performance, and how complaints are addressed. This is supported by well-established tenant scrutiny and engagement mechanisms.”

We maintain strong membership and relationships with both the Tenant Participation Advisory Service (TPAS) and the National Housing Federation and are early adopters of the ‘Together with Tenants’ charter. We offer a number of platforms for customer engagement, including:

- The "Your Views" Facebook page, which has grown to 640 members (up from 607 members in 2023/24).
- Our customer scrutiny group, InFocus, which continues to scrutinise performance and shape our services. The Chair and Vice Chair of InFocus continue to attend our Customer Services Committee meetings and produce quarterly updates.
- Our Shared Ownership Virtual Panel that continues to meet quarterly.
- Estate Champions, who have grown from 121 to 139 members this year and are engaged in helping us improve the quality of our grounds maintenance by completing quarterly surveys for their neighbourhoods.
- Our new Customer Complaints panel which has been launched to help scrutinise complaint processes and improve our services.





**C22. In the last 12 months, in how many complaints has the national Ombudsman determined that maladministration took place? How have these complaints (or others) resulted in change of practice within the housing provider?**

For the year ending 31 March 2025, we received 1,762 customer complaints, an increase of approximately 20% compared to the previous year, reflecting a similar trend seen across the sector. During this period, we **resolved 1,749 complaints** and **received 1,118 compliments**. We also reviewed our approach to managing complaints and implemented learning to improve outcomes for our customers.

During the year, we received 32 formal determinations from the Housing Ombudsman and improved our maladministration rate to **35%**. Each determination can include multiple findings across different categories. The outcome of these determinations showed:

- 22 findings of maladministration or service failure.
- 16 findings of reasonable redress.
- 19 complaints resulting in no maladministration.
- Four complaints and one finding ruled outside of jurisdiction.

We continue to learn from these findings. Our Tenant Satisfaction Measure (TSM) for complaint satisfaction has ended the year at **43.17%**, which remains a top quartile performance in the sector against the latest Housemark benchmarking data.

**Resident support**

This theme seeks to assess the effectiveness of the initiatives that the housing provider runs to support individual residents. The theme is made up of two criteria that cover: What support is provided? And how successful is it?

We also engage our suppliers to support community projects and deliver social value. Together with 378 colleague volunteer days, this has provided:

- Estate clearances and recycling education.
- Engagement with nature and biodiversity.
- Support for community food initiatives.



Our Community Investment, Neighbourhoods and Tenancy Sustainment teams work across our geography to support our customers to live happy, healthy and sustainable lives within their communities. Through a range of targeted support initiatives, including funding, expert advice, and community engagement activities, we ensure customers have access to the specialist support services they need to thrive.



C23. What are the key support services that the housing provider offers to its residents? How successful are these services in improving outcomes?

Amid ongoing high energy costs and the cost of living crisis, our Income and Tenancy Sustainment teams continue to proactively support customers. As a result, tenancy failure remains low at **4.51%**, well below the national average of 6.12%. Our rent arrears performance remains top quartile for the sector at **2.08%** and evictions due to rent arrears have reduced from 31 to 25. These strong results have been achieved through cross-team collaboration along with targeted support from our Tenancy Sustainment and Community teams.

Our Community Investment team, made up of nine community connectors, work across our geography to support our customers and communities. Their priority remains on our 101 “Neighbourhoods in Focus,” which are key communities identified as requiring dedicated support due to factors such as high density of homes, deprivation, crime levels, or local intelligence from our Housing teams. As proud members of the National Digital Inclusion Network, we are committed to improving digital access, offering free mobile data to digitally excluded customers.

We have also recently introduced a mobile community bus to improve accessibility and connectivity in our communities. Through partnerships, career opportunities, and educational outreach, we continue to strengthen

We continue to expand our partnerships and grow our network of support agencies to ensure customers can easily access free online workshops offering practical, money-saving advice. In the financial year ending March 2025 our LiveWest team have:

- Managed **1,964** tenancy sustainment referrals requesting support.
- Identified over **58%** of those households as having one or more vulnerabilities or support need.
- Supported our customers to access an additional **£2.2 million** in income through benefit claims and external grant support, including £1.3 million in disability-related financial support for some of our most vulnerable customers.
- Secured over **£95,000** of Crisis and Hardship grants, supporting 605 vulnerable customers facing financial challenges.
- Invested **£350,000** in the Tenancy Support Fund (TSF), providing 1,217 customers with a payment of up to two weeks’ rent.
- Awarded **£53,000** through our Can Do Fund, supporting 220 customers and communities to sustain tenancies and engage with meaningful community activities.

support networks, promote social mobility, and enhance accessibility for the communities we serve.

In the 2024/25 financial year, we successfully engaged with our suppliers and contractors to deliver a total of **£46,026** in social value contributions across 30 unique projects or activities in our communities. This figure is made up of 53 contributions made by 16 contractors, frameworks and one supply chain partner, representing their direct investment. Our goal is to enhance social value across the South West by collaborating across our supply chain to identify and support impactful initiatives.

Placemaking

This theme seeks to highlight the wider set of activities that housing providers undertake to create well designed homes and places that meet local needs and provide great places for people to live and enjoy. The theme is made up of one criterion, a space for the housing provider to give examples of their placemaking or place shaping work.

We are committed to creating high-quality homes and places where people feel connected, safe, and proud to live. Sustainable homes, neighbourhoods and communities are at the heart of what it means to deliver a home for everyone, and we strive to create welcoming, inclusive, and vibrant spaces for our customers to call home.





**C24. Describe the housing provider’s community investment activities, and how the housing provider is contributing to positive neighbourhood outcomes for the communities in which its homes are located. Provide examples or case studies of where the housing provider has been engaged in placemaking or place shaping activities.**

**Enhanced reporting:  
Social Value calculations (including monetisation) of placemaking activities [£]**

Our Community Investment team, consisting of nine dedicated community connectors, works across our geography to strengthen and support our ‘Neighbourhoods in Focus’ communities identified as needing additional support. These areas are selected based on customer feedback, TSMs, insights from colleagues and partners, and internal data. We use this information to pinpoint where intervention is most needed and engage with customers and stakeholders to drive positive action. Our new community bus helps to further support this, providing an accessible way for our customers to have face-to-face communication with our colleagues within their own communities.

In 2024/25, our community connectors engaged with **10,394** customers, **2,289** non-LiveWest individuals and **808** community partners/stakeholders. Some examples of their work include:

**Seaward Way, Minehead**

With support from social value funding, we led a successful youth engagement project in Minehead, Somerset, to encourage children and young people to become more active and social within their local community.

Working in partnership with Minehead Eye, Magna Housing, and Somerset Wildlife Trust, the 16-week

programme reached over 200 young people, offering a range of sports, games and creative activities designed to reduce screen time.

Thanks to the funding provided by LiveWest and Magna Housing, activities were free for customers, meaning they could get involved and have fun without worrying about the cost.

**Cranbrook Mobility Scooter Scheme**

We have supported funding for a new mobility scooter resource for Cranbrook, Exeter to enable local customers to explore the country park and growing town. Unlike other mobility schemes, this initiative is free for all residents of Cranbrook to book and use.

As the town continues to develop, we aim to expand the scheme further and has already committed to providing storage for an additional scooter as part of the proposed extra care scheme, which is currently under consultation.

**Massingham Meadow Community Garden, Taunton**

Customers at Massingham Park in Taunton have transformed an underused, litter-prone patch of land into Massingham Meadow, a thriving community garden.

The idea was proposed by customers to help create a space for shared gardening, food, and education, with our help to support and fund the project through levelling of the land and removal of shrubs. The garden has been built through collective effort, with customers sourcing materials to create planters and fencing, and kind donations from local partners.

Children and young people joined in by painting fencing and planters, fostering intergenerational engagement. Massingham Meadow now offers a space for growing food, learning, and community connection and is a powerful example of local creativity and collaboration turning unused land into an area that provides lasting value for the community.



**Tackling waste and fly tipping in Bristol and Stroud**

In partnership with Bristol City Council, Places for People and Bristol Water, we decided to challenge fly tipping and litter in the St Paul’s area of Bristol. Working closely with our external partners and our colleagues from estate services we achieved strong results:

- 41 bags of waste collected.
- 45 volunteers attended.
- 4 skips filled by customers.
- 8 local nursery children involved in litter picking, encouraging intergenerational engagement.
- 1 small zombie knife found and handed to local police.

Similarly, at The Slade, Gloucestershire, we consulted with customers to better understand the difficulties they were experiencing with their bin store and persistent fly tipping. Working with internal teams, Stroud District Council and customers to redesign the area, we made it fit for use, obtained new bins to help with recycling and have significantly reduced incidents of fly tipping.

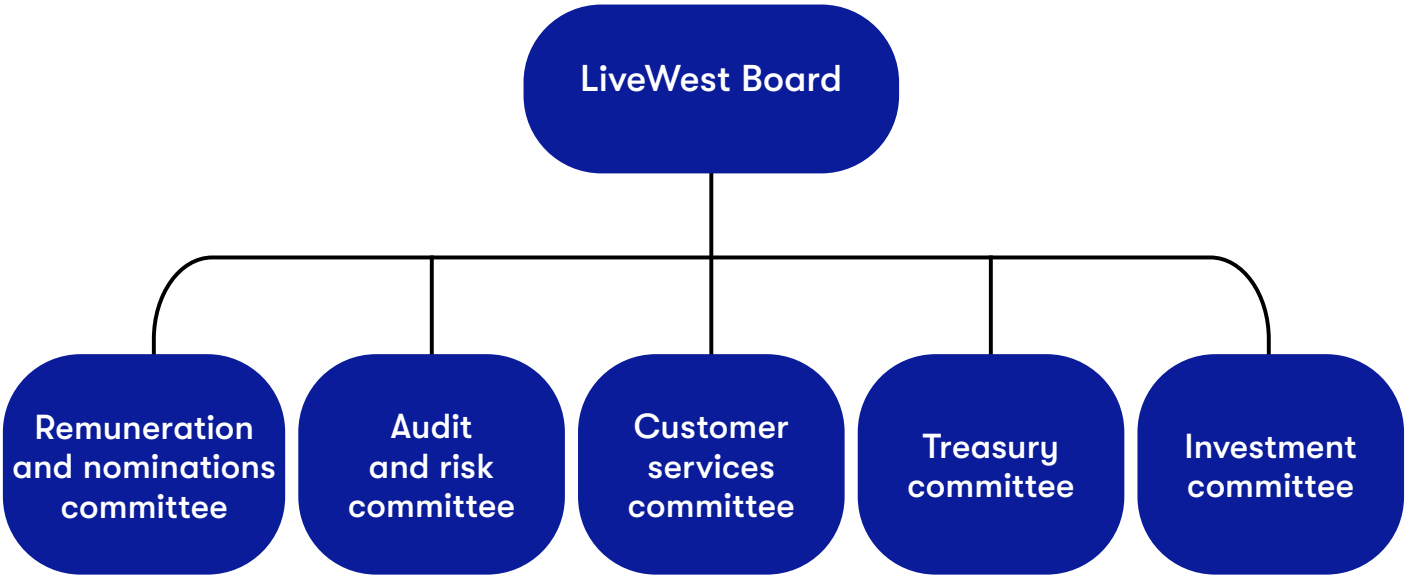




# Governance

## Structure and governance

This theme seeks to assess the housing provider’s overall structure and approach to Governance. The theme is made up of six criteria covering the regulator, code of governance, risk management and ownership.



Our Board is supported by five functional committees covering audit and risk, treasury, customer services, remuneration and development.

Inclusion of Board members and independent advisors on our committees brings an external view and specialist skills, strengthening our decision-making processes.

**C25. Is the housing provider registered with a regulator of social housing?**  
LiveWest Homes Limited (LiveWest) is the parent company of our group, providing strong, clear leadership and directing our resources across the 40,000 properties we manage. It is registered under the Co-operative and Community Benefit Societies Act 2014 and is also registered with the Regulator of Social Housing as a provider of social housing.

**C26. What is the most recent regulatory grading/status?**  
A Regulatory Inspection was conducted during 2024/25, where we were awarded our first consumer rating of C1, the highest standard, and retained our previous governance grading of G1 and financial viability grading of V1. Our C1/G1/V1 status is the highest possible grading from the Regulator of Social Housing.

**C27. Which Code of Governance does the housing provider follow, if any?**  
During the year, we have complied fully with the National Housing Federation’s (NHF) Code of Governance 2020. The clear requirements and commitments enable the Board to demonstrate our compliance with best practice in the housing sector.

**C28. Is the housing provider Not-For-Profit? If not, who is the largest shareholder, what is their % of economic ownership and what % of voting rights do they control?**  
We are a not-for-profit provider.





**C29. Explain how the housing provider’s board manages ESG risks. Are ESG risks incorporated into the housing provider’s risk register?**

- Enhanced reporting:**
- Is the housing provider required to report against TCFD?

The Board has overall responsibility for the management of risks, including Environmental, Social and Governance (ESG) related concerns, and owns our risk management policy. This policy defines the roles, responsibilities, and reporting arrangements related to exposure. The Board also sets the annual risk appetite, considering how much exposure it is willing to accept for each of the strategic risks.

The Audit and Risk Committee is responsible for providing assurance to the Board that the risks are being effectively managed. It does this by reviewing the quarterly updates from the Executive team and the outcome of internal audits carried out during the year, to ensure our control systems are working well. The Executive team carries out quarterly horizon scanning exercises, reviewing external factors that could threaten our operations.

We are not required to report against the Task Force on Climate-Related Financial Disclosures (TCFD).



**C30. Has the housing provider been subject to any adverse regulatory findings in the last 12 months (e.g., data protection breaches, bribery, money laundering, HSE breaches or notices) - that resulted in enforcement or other equivalent action? If yes, describe.**

We have not been subject to any adverse regulatory findings in the last year.

**Board and trustees**

**This theme seeks to assess the quality, suitability and performance of the board and trustees. The theme is made up of eleven criteria including demographics of the board and the experience and independence of the board.**

The Board governs the LiveWest Group and holds ultimate responsibility for the control of the group, including the determination of its overall objectives and strategy. To support the Board, five internal committees are designated to support with operational oversight responsibilities, ensuring that our strategy is effectively implemented. The Board also supervises the performance of all subsidiaries, ensuring they remain financially viable and comply with governance standards.

Members of the Board are required to manage the company according to its established rules and are expected to maintain the highest levels of probity. Specifically, they must:

- Have no financial interest either personally or through a related party in any contract or transaction with the group except as permitted under the LiveWest rules.
- Act only in the interests of the group whilst undertaking its business.



C31. How does the housing provider ensure it gets input from a diverse range of people, into the governance processes?

- Does the housing provider consider resident voice at the board and senior management level?
- Does the housing provider have policies that incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of board members and senior management?

Our Board includes ten directors, consisting of nine non-executives and the Chief Executive. The recruitment process of all colleagues follows our Equality, Diversity and Inclusion (EDI) Policy to ensure fair and inclusive hiring. Our directors bring a broad range of skills and experience, enabling them to guide and promote our social purpose, mission and values. Currently, three of our directors are women and one director is from a minority ethnic background. The average age of non-executives is 65.08 and average tenure is 4.84 years.

Our Board recruitment process is focussed on skillset and closely follows the process used for recruiting colleagues. We take positive steps to ensure the Board reflects the diversity of our customers and the areas we serve. We are currently adopting measures to encourage more women and people with support needs to apply for upcoming vacancies.

Customer voice is integral to every Customer Service Committee meeting. During each session, the committee reviews a report from our customer scrutiny group, InFocus. The Chair and Vice Chair of this group attend these meetings, as well as the annual away day, to share their insights and represent the customer perspective. The Board also receives quarterly updates from InFocus, and group’s Chair presents the annual

plan at a Board meeting. On a monthly basis, the Board receives a performance report which includes Tenant Satisfaction Measures (TSMs) set by the Social Housing Regulator, tracking how customers feel about the services LiveWest provides, among other key metrics.

Our Board, customer, colleague, and regional demographics are as follows:

	Board	Our colleagues	Our customers	Region
Proportion of women	29%	47%	63%	51%
Proportion from an ethnic minority group (BAME)	17%	3.2%	4%	7%
Proportion living with a disability/support need	0%	7%	32%*	19%
Average age	62	45	51	44

\* As we continue to improve our coverage of support need data, this figure continues to increase year on year

C32. What % of the housing provider’s Board have turned over in the last two years? What % of the housing provider’s Senior Management Team have turned over in the last two years?

In 2024/25, three Board members have retired: one Executive Board member in March 2025 and two Non-Executive Board members in November 2024. A further two Board members retired in August and September 2023. These changes were planned with succession arrangements made. This equates to a turnover of approximately 42%.

During the same period, three new members joined the Board (March 2023, October 2023 and July 2024) and two new members joined our committees (June and October 2023).

In the past two years, one Executive Director has left the business, resulting in a 14% turnover.

C33. Number of board members on the housing provider’s Audit Committee with recent and relevant financial experience.

The Chair of our Audit and Risk Committee has significant financial experience, as a Chartered Accountant and previous Director of Corporate Finance.

C34. What % of the board are non-executive directors?

Nine of the ten (90%) Board members are non-executive directors. The Chief Executive is the Executive member of the Board.

C35. Has a succession plan been provided to the board in the last 12 months?

In 2024, we introduced a formal talent mapping and succession planning process across the business which generated an overview of succession risks and bench strength across each directorate, up to Executive Director level. This is reviewed annually by our Remuneration and Nominations Committee prior to presenting a summarised version to Board. The next sessions will be conducted in May 2025.

The process highlighted 18 potential future senior leaders who were selected to take part in ‘Elevate,’ a 10-month development programme based on the skills, knowledge and behaviours required to become Heads and Directors. The first programme is due for completion in July 2025, with the second cohort commencing in September. The 2025 succession planning process will again focus on our future Heads, Directors and Executive Directors, recognising that these are the areas of highest potential risk.

For Chief Executive and Board members, succession planning is discussed at Board meetings when required, usually annually. This is led by our CEO and Board Chair.



**C36. For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?**

KPMG have been our external audit partner for the seven years since we became LiveWest in 2018.

**C37. When was the last independently run, board-effectiveness review?**

Board effectiveness is subject to annual internal review, the results of which are presented to the Board with resulting actions forming an annual improvement plan.

An external, independent review is conducted on a three-yearly basis and was last completed between April to July 2022. Our next review is due to take place in 2025/26.

**C38. How does the housing provider handle conflicts of interest at the board?**

Board members and Executives are required to complete declarations of interest annually. These are presented at each Board meeting and those present are asked to declare any interests related to the meeting's agenda at the start. On the rare occasion Board members have an interest in an item being discussed, they leave the meeting for that agenda item and do not participate in the decision making.

## Staff wellbeing

This theme seeks to assess how staff are supported and how their wellbeing is considered. The theme is made up of five criteria including salary information, additional support for staff and average sick days.

We prioritise our colleagues' wellbeing, especially during challenging times. Our wellbeing champions and mental health first aiders lead annual health and wellbeing campaigns, supported by services such as counselling through our Employee Assistance Programme (EAP) and our health care cash plan. Managers are equipped with resources to support their teams in mental health and stress management while colleagues can find a range of resources, discounts and assistance on our intranet.

Our continued hybrid working model encourages balanced work/life priorities, enhanced colleague wellbeing, and efficient, high-quality services for our customers. It helps to attract diverse talent and contributes to our broader sustainability goals.

**C39. Does the housing provider pay the Real Living Wage?**

We pay the Real Living Wage as a minimum across the business, including apprentices. We will continue to do so, as we recognise the importance of paying a rate that supports the real cost of living.





C40. What is the housing provider’s median gender pay gap?

The below data shows our gender pay gap under the UK Government’s gender pay gap reporting requirement. Data is correct as of 5 April 2025:

	2025	2024	2023
Number of full pay relevant employees in entity	1,758	1,649	1,664
Proportion of full pay male and female employees in business entity (M%/F%)	54%/46%	54/46%	51%/49%
Mean hourly pay difference between male and female employees (%)	7.03%	6.96%	9.33%
Median hourly pay difference between male and female employees (%)	5.19%	7.31%	11.77%
Proportion of men/women in lower quartile pay band (M%/F%)	36%/64%	36%/64%	31%/69%
Proportion of men/women in lower middle quartile pay band (M%/F%)	61%/39%	60%/40%	57%/43%
Proportion of men/women in upper middle quartile pay band (M%/F%)	64%/36%	64%/36%	63%/37%
Proportion of men/women in upper quartile pay band (M%/F%)	53%/47%	57%/43%	53%/47%
Mean difference in bonus payment between male and female employees (%)	-14.14%*	-21.71%*	60.12%*
Median difference in bonus payment between male and female employees (%)	0.00%*	-33.33%*	-33.33%*
Proportion of men/woman receiving bonus pay (M%/F%)	15.72%/19.13%	12.83%/13.50%	13.00%/11.00%

\*No organisational bonus payments have been made in any of the three years, however following the March 2023 Gender Pay Gap (GPG) Guidance we have included thank you vouchers and long service awards in both figures.

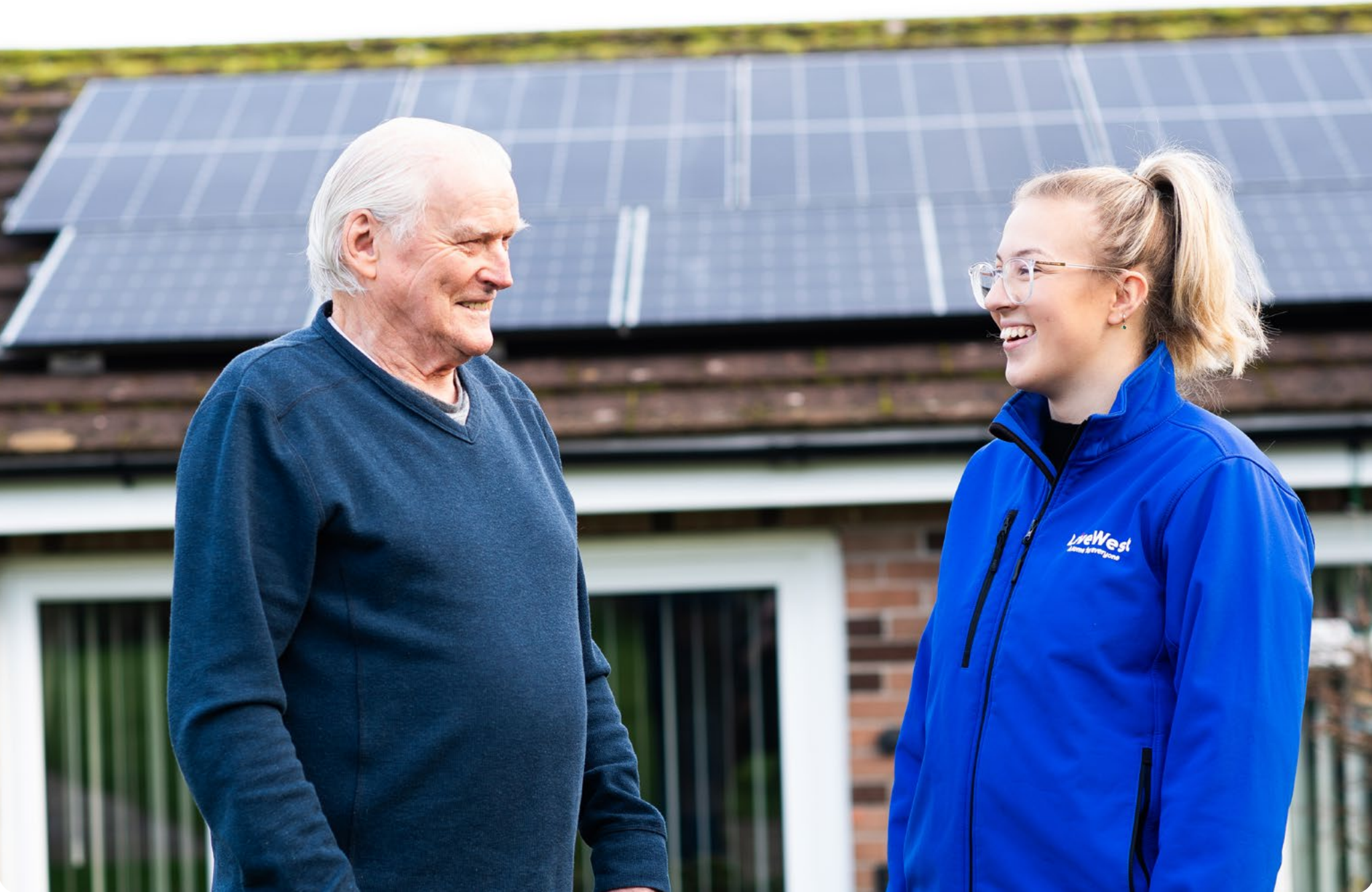
Gender pay gap reporting identifies the difference between the average pay of men and women working in the business. It is not the same as equal pay; we ensure that men and women in the same or similar roles receive equal pay.

Having diverse and talented people in our business is fundamental to our success. We are dedicated to reducing our current gender pay gap and our vision is to build and sustain a workforce that reflects diversity at all levels, including leadership. We recognise that this requires time and focused effort, but we are determined to remove any barriers to the successful development and progression of women.

Key elements of our vision:

- Always hiring the best person for the job, however, when appropriate we have and will take positive action to attract a more diverse talent pool of applicants.
- Developing our talent through targeted training programmes to address areas of underrepresentation within our teams.
- Continuing to support new and existing colleagues who wish to change their career paths with our award-winning apprenticeship programme.
- Maintaining flexible hybrid working practices that help colleagues balance their home lives, health and wellbeing with work, supporting those who do not follow the traditional 9am to 5pm office model to have fulfilling careers.





C41. What is the CEO:median-worker pay ratio?

The CEO:median-worker pay ratio is an important indicator of compensation disparity within an organisation, highlighting how the Chief Executive Officer’s pay differs from that of a typical employee. This offers insights into fairness, company values and internal income equities.

Our CEO:median-worker pay ratio shows no significant changes from the prior year:

Year	Method	25th percentile pay ratio	Median pay ratio	75th percentile pay ratio
2025	Option B	11.81:1	8.67:1	7.91:1
2024	Option B	10.31:1	9.00:1	7.98:1
2023	Option B	10.91:1	8.74:1	8.22:1
2022	Option B	11.51:1	8.51:1	7.95:1
2021	Option B	11.01:1	8.08:1	7.78:1

All employees, including the CEO, have access to the same benefits and rewards. Pay for all roles are externally benchmarked and follow the relevant approval process.

Department of BEIS methodology:

To determine the 25th percentile, median and 75th percentile full-time equivalent remuneration for colleagues, we have opted to follow option B, using our latest gender pay gap information to identify colleagues whose pay and benefits correspond to each percentile. This approach was selected due to the large number of employees in the organisation and the pre-existing requirement to report on gender pay gap.

In line with gender pay gap regulations, the data is based on a snapshot taken on 5 April 2025. Pay is calculated monthly, therefore the month for calculations was April 2024. Median data for each percentile was taken from a sample of 10 employees and reviewed against the required categories to identify the most appropriate equivalent data for the CEO pay ratio calculation.



## C42. How is the housing provider ensuring Equality, Diversity and Inclusion (EDI) is promoted across its staff?

Our Equality, Diversity and Inclusion (EDI) group brings together colleagues from across our organisation who are committed to driving positive change. They challenge our ways of working, advising our Executive Team and Board on EDI priorities and targets. Supporting this group are three colleague-led diversity: the Race and Ethnicity Equality Network (REEN), the Sexuality and Gender Equality (SAGE) group, and the Disability and Equality Awareness Network (DEAN). These groups offer valuable insights, help shape our strategies, and strengthen our commitment to becoming a more inclusive organisation.

Over the past 12 months, we have made significant strides in fostering inclusivity for colleagues. Some key achievements include:

### Inclusivity Statement on Adverts

By adding an inclusion statement to all job adverts, we hope to demonstrate our commitment to colleague diversity and inclusivity from the start. We believe that our differences drive innovation, creativity, and excellence, and strive to create an environment where all colleagues can thrive.

As a proud member of Inclusive Employers, a Disability Confident Employer, and a signatory of the Armed Forces Covenant, we are dedicated to supporting our colleagues, celebrating diversity and ensuring that our workplace is welcoming, inclusive and accessible to all.

### Inclusive Leadership Training

All our managers have become Certified Recruiters following our in-house recruitment training program, which covers unconscious bias, making reasonable adjustments and strategies to promote inclusion. These training courses help leaders build the confidence and skills to effectively lead diverse teams.

We also provided resources and training for leaders to support employees with long-term health conditions, such as long COVID. This included workplace adjustments, wellbeing initiatives, and retention strategies.

### Introduction of Inclusion Passports

We introduced Inclusion Passports to support colleagues that require reasonable adjustments to carry out their role, ensuring that they have the right tools to do their job effectively and feel included in the workplace.

Showcasing our diverse representation, we regularly share career stories of those working part-time or with support needs and have held inclusion workshops throughout the year. We have also introduced a translation app for colleagues to converse with customers in their preferred language, encouraging equitable and inclusive communication across our communities, despite potential language barriers.

### Enhancing Inclusivity at LiveWest

We participated in events like the "Shaping the Future of Women in Work Conference" to share and learn best practices in advancing gender equality and fostering inclusive workplace cultures for women. These initiatives reflect our ongoing commitment to creating a diverse and inclusive workplace where all employees feel valued and supported. This is reinforced by our progress in reducing the Gender Pay Gap, which has decreased by 9% over the last five years to 6.9%.

### Social Mobility

We are committed to promoting social mobility by offering apprenticeships and employment opportunities to help individuals unlock their potential and build successful futures. Over the last 12 months, 11 of our customers have joined LiveWest as colleagues, and we have relaunched our volunteering programme with a new process for logging activities.

In 2024/25, we attended 16 career fairs in schools within our communities, showcasing the variety of career options and apprenticeships that we offer. We currently have 73 colleagues on our apprenticeship programme, including 39 new recruits and 34 established colleagues who have undertaken an apprenticeship to further develop their careers.

To further improve equity in our recruitment processes, we are collecting social economic background data for all new colleagues.



### C43. How does the housing provider support the physical and mental health of its staff?

We continue to prioritise colleague wellbeing and our equality, diversity, and inclusion (EDI) agenda through a dedicated wellbeing and inclusion role. This role works proactively alongside our network of Wellbeing Champions, who lead health-focused campaigns and educational initiatives, and is supported by trained Mental Health First Aiders across the organisation to assist with both mental and physical health needs.

Our comprehensive colleague reward package includes access to counselling, occupational health services, an Employee Assistance Programme (EAP), and a health cashback scheme. EDI awareness is integrated into our induction and training processes, and regular wellbeing check-ins are part of one-to-one meetings between colleagues and line managers. A

wide range of support resources is available on our intranet, including dedicated EDI and wellbeing hubs. We monitor demographic data to assess the impact of our approach and continuously improve our working environment. We have also signed the Mental Health at Work Commitment and the Menopause at Work Pledge, reaffirming our commitment to supporting colleagues' health and wellbeing.

To further promote physical health, we provide showers, secure cycle storage, an on-site gym, and subsidised cafes offering healthy food options at our offices. These are complemented by additional benefits such as a cycle-to-work scheme, gym discounts, and flexible working arrangements.



### C44. How does the housing provider support the professional development of its staff?

We are committed to supporting the professional development of our colleagues through a range of initiatives. As part of our Development and Performance System (DaPS), all colleagues have quarterly check-ins with their team leader to discuss career aspirations and development goals. Colleagues can apply for funding to pursue professional qualifications or other development opportunities.

Our internal Coaching programme, comprising approximately 30 coaches within the organisation, is accessible to all colleagues to offer additional guidance and support. We have also recently introduced a 360-degree feedback process based on 'Our Behaviours' to support individual growth.

During the last financial year, we have enabled 130 colleagues

to commence their learning. Recognising the importance

of professional qualifications, we are one year into our three-year plan to ensure all senior leaders have a recognised professional qualification, in line with governmental guidance. This is supported by a suite of leadership development programmes, including 'Elevate,' a 10-month programme for future senior leaders, and 'Generate,' a programme for senior leaders focused on solving complex business issues.



## Supply chain

This theme seeks to assess if the housing provider procures responsibly. The theme is made up of two criteria assessing how social value and environmental impact are considered.

We are committed to promoting a sustainable, low carbon supply chain throughout our procurement practices. By using our purchasing influence, we aim to create partnerships that deliver both environmental and economic benefits, while working closely with suppliers and contractors to increase social value for our customers.

Our recent Gold accreditation from the SHIFT sustainability assessment reflects our ongoing efforts to promote better practices across our supply chain.



### C45. How is social value creation considered when procuring goods and services? What measures are in place to monitor the delivery of this Social Value?

#### Enhanced reporting:

- 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?

We are currently reviewing and evolving our approach to generating social value through procurement, in response to recent Procurement Policy Notes (PPNs), the Procurement Act 2023 and the new National Procurement Policy Statement (NPPS). Currently, 15% of the overall tender evaluation score is allocated to social value, including environmental considerations. In line with NPPS guidance, we are committed to ensuring that this weighting is applied in a way that is fair, transparent, and proportionate to the nature and scale of the procurement.

As part of our review, we are developing a Social Value Framework to define what social value means to our organisation and outline the processes, responsibilities, and resources required to deliver it effectively across the full procurement lifecycle - from pre-tender planning to contract delivery and impact assessment. To support this, we have established a cross-team Social Value Working Group. This group is responsible for embedding social value across the organisation and ensuring alignment with the upcoming Sustainability Strategy and new procurement regulations. We are also exploring the use of HACT's Social Value Insight tool to support impact measurement and strengthen contract management.

Monitoring the delivery of social value sits primarily with our contract managers, who receive support from the Social Value Officer. The Social Value Officer holds direct relationships with contractors and collaborates across internal teams and with community organisations and partners. They are responsible for managing rebate funds received from several contractors.

To help aid reporting and monitoring, we have launched a Social Value Toolkit that includes:

- Our social value principles and priorities.
- Templates for requesting and reporting the impact of social value contributions.
- A reporting spreadsheet and KPI tracker for contract managers.
- A contract management process flowchart.
- Guidance on due diligence and compliance.

In the 2024/25 financial year, our approach supported the delivery of £46,026.73 in social value contributions, representing the direct cost to contractors. A total of 53 contributions were made across 30 unique projects or activities, involving 16 contractors or frameworks and one supply chain partner. The top three impact themes by monetary value were:

1. Young People.
2. Community Hubs (external).
3. Environmental Initiatives – including community growing, biodiversity, and sustainability.



#### C46. How is sustainability considered when procuring goods and services? What measures are in place to monitor the sustainability of your supply chain when procuring goods and services?

##### Enhanced reporting:

- What is the relative weighting of environmental impact considerations in procurement policies?
- 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?

We place a strong emphasis on sustainability throughout our procurement process, ensuring suppliers are assessed not only on cost and quality but also on their commitment to environmental and social responsibility. Sustainability considerations are built into our tender evaluations and account for 15% of the overall score. We encourage teams to embed sustainability requirements into specifications and review the environmental impact of products and their packaging where feasible.

We ask our suppliers to complete an annual survey to assess their environmental impacts. The results support our SHIFT accreditation submission and help shape our supply chain expectations and performance metrics. For contracts worth over £100,000 and lasting more than six months, environmental performance requirements are applied. Contractors are expected to submit annual progress reports focused on key performance indicators (KPIs), including emissions reduction, the proportion of waste diverted from landfill, and the responsible sourcing of five key product categories – energy, vehicles, paper, and two others chosen by the supplier. Where relevant, specifications are designed to encourage sustainable sourcing, especially with respect to timber and other high-impact materials.

For new build projects, our Employer's Requirements enforce clear environmental standards covering resource efficiency, waste minimisation, biodiversity protection, and sustainable sourcing. Additionally, our collaboration with Advantage South West, a procurement consortium, aims to further embed sustainability into purchasing decisions, enhancing our ability to drive continuous improvement in the region and ensure our procurement practices align with our wider sustainability ambitions.

In partnership with Jewson Partnership Solutions (JPS), we have introduced an app to automate van stock management. This innovation helps reduce mileage and time spent by our trades team collecting the materials required for their roles. We have also revised our van stock to minimise the amount of single-use plastic waste such as specifying the use of Hippo mastic tubes which produce 96% less waste compared to traditional alternatives. Through collaborations like this, we actively promote the use of greener products throughout our supply chain.



# Sustainable financing

In August 2024, we issued our first Guaranteed Secured Sustainability Note, maturing in 2034, with a commitment to allocate the proceeds to eligible projects in line with our Sustainable Finance Framework (SFF). In February 2025, we followed with our second sustainable debt instrument: Guaranteed Secured Green Notes, maturing in 2031.

Our Sustainable Finance Framework (SFF) underscores and facilitates the long-term funding and execution of our sustainability priorities. It is important that the finance we raise in accordance with our SFF is aligned to projects and initiatives that meet relevant sustainability standards and positively impact our customers. Our SFF was first published in December 2021 and updated in November 2023. To view our SFF in full please see our [website](#).

Our SFF is aligned to a number of important guidelines as published by the International Capital Markets Association (ICMA) and Loan Market Association (LMA). In November 2023, auditors Sustainalytics provided a second party opinion on our Sustainable Finance Framework noting that:

“The LiveWest Sustainable Finance Framework is credible and impactful and aligns with the Sustainability Bond Guidelines 2021, Green Bond Principles 2021, Social Bond Principles 2023, Green Loan Principles 2023 and Social Loan Principles 2023.”

The ambition to deliver better social and environmental outcomes for our customers lies at the very core of our business. By investing in our sustainable finance instruments, like our Sustainability Notes maturing in 2034 and our Green Notes maturing in 2031, investors are recognising and supporting our regional ambitions.

Guaranteed secured sustainability notes due 2034		Guaranteed secured green notes due 2031	
Issuer	LiveWest Treasury PLC	Issuer	LiveWest Treasury PLC
Currency	GBP	Currency	GBP
ISIN	XS2875139094	ISIN	XS3006249448
Series number	4	Series number	5
Amount	£100.0m	Amount	£75.0m
Retained amount	£25.0m	Retained amount	-
Clean proceeds 8 Aug 2024	£25.0m	Clean proceeds 19 Feb 2025	£37.9m
Clean proceeds 16 Aug 2024	£50.2m	Clean proceeds 7 Apr 2025	£36.9m
Full allocation total	£75.2m	Full allocation total	£74.8m
Issue date	8 August 2024	Issue date	19 February 2025
Maturity	8 August 2034	Maturity	19 February 2031
Coupon	5.074%	Coupon	5.000%

# Allocation reporting

Based on the below table, all proceeds on our Guaranteed Secured Sustainability Notes and our Guaranteed Secured Green Notes are fully allocated. Proceeds on our sustainability notes were allocated to expenditure between August 2021 (36 months before receipt of proceeds) and March 2022. Proceeds on our green notes were allocated to expenditure between March 2022 (35 months before receipt of proceeds) and December 2022. Any remaining expenditure, if appropriate, will be carried forward to future allocations.

ICMA Category	Eligible projects	Allocation	Aug 21 – Mar 22	Apr 22 – Mar 23	Apr 23 – Mar 24	Total
Green buildings	Investments of expenditure relating to buildings (in pre-construction, construction or completion phases) which have achieved EPC rating A or B	Green buildings eligible cashflows	-£84.2m	-£115.1m	-£116.9m	-£316.2m
		Grant allocated	£7.0m	£11.1m	£24.0m	£42.1m
		Net cashflows	-£77.3m	-£104.0m	-£92.9m	-£274.2m
		Allocated to sustainability notes due 2034	£75.2m	-	-	£75.2m
		Allocated to green notes due 2031	£2.1m	£72.7m	-	£74.8m
		Remaining cashflows eligible cashflows	-	-£31.2m	-£92.9m	-£124.1m





Impact metrics

		Applicable development period for eligible cashflows		
		Aug 21 - Mar 22	Apr 22 - Mar 23	Apr 23 - Mar 24
Green buildings	Number of homes built with an EPC of A	-	8	102
	Number of homes built with an EPC of B	500	937	680
	EPC A and B as a % of total homes built	97%	99%	99%
Affordable housing	Number of new properties built	513	951	787
	General needs	185	316	345
	Affordable rent	151	318	178
	Shared ownership	177	317	264
	Above as a percentage of our existing homes*	1.4%	2.6%	2.1%










The following metrics are based on our entire portfolio of stock which is subject to the rent regulation regime:

	Average rent charged vs market rent	57%	55%	56%
	Average rent charged vs LHS	70%	70%	64%

This report includes a number of our impact metrics based on our operations as a whole (see table on page 8). However, to further support our allocation reporting we have made efforts to apportion a number of our impact metrics to reflect expenditure funded by our allocated proceeds. Apportioned impact metrics use only eligible project cashflows and assume these only contribute to properties completed either on or after the period they are incurred. For example, only homes completed from August 2021 meeting the eligibility criteria have been included when calculating the first year.





ICMA category	Eligible project and criteria	UN SDG	Links to sustainability report and page number:
Green buildings	The development, construction, ownership and acquisition of buildings which target one or more of: <ul style="list-style-type: none"><li>EPC or EIR ratings of A or B</li><li>Rating of BREEAM excellent</li></ul>		<ul style="list-style-type: none"><li>Number and percentage of new homes with EPC rating of A or B – C1, page 17</li><li>Number of existing homes in the portfolio meeting the EPC ratings of A or B C2, page 16</li></ul>
	The renovation, retrofitting, modernisation improvement or maintenance, of existing buildings; which on a combined basis achieve one or more of: <ul style="list-style-type: none"><li>30% reduction in PED</li><li>Two notch upgrades in expected EPC</li><li>EPC &amp; EIR ratings of A and B</li><li>Rating of BREEAM excellent</li></ul>	 	<ul style="list-style-type: none"><li>Number of homes modernised or renovated C4, page 19</li></ul>
Renewable energy	Integration of renewables into projects or the energy systems for buildings such as <ul style="list-style-type: none"><li>On site rooftop Solar Photovoltaic (PV)</li><li>Procurement of certified renewable green energy for use through PPAs which are more than five years and renewable energy certificates</li></ul>		<ul style="list-style-type: none"><li>Avoided emissions from renewable energy sources (tCO2e) C5, page 25</li><li>Capacity of renewable energy (kWh) C5, page 25</li><li>Total energy generated from renewable sources (kWh) C5, page 25</li></ul>
Clean transportation	Investments in vehicles with zero Co2 tailpipe emissions, Electric Vehicle (EV) charging points and associated infrastructure specific to EVs		<ul style="list-style-type: none"><li>Number of electric vehicle installations, page 15</li><li>emissions savings from replacing fossil fuel-based vehicles with EV's, page 15</li></ul>
Terrestrial and aquatic biodiversity conservation	Natural capital investments such as tree planting, hedgerows and the developments/support of local species and their associated conservation. Excluding investments which do not result in a biodiversity net gain of at least 10% (excluding biodiversity offsetting)		<ul style="list-style-type: none"><li>Total number of trees in stock C7, page 29</li><li>Annual carbon sequestered C7, page 29</li></ul>
Affordable housing	The construction, modernisation, ownership and acquisition or renovating/ retrofitting/improvement of new and existing affordable housing	 	<ul style="list-style-type: none"><li>Average rent charged vs market rent C12, page 38</li><li>New properties Built by type category C13, page 40</li><li>Number of affordable homes under development, page 40</li></ul>
Access to essential services	Improvements to mental health and wellbeing and health of our residents. <ul style="list-style-type: none"><li>Allocated to placemaking projects whereby development of open green spaces/communal areas supports positive mental health</li></ul>		Key case studies: <ul style="list-style-type: none"><li>Seaward Way, Minehead, page 56</li><li>Massingham Meadow Community Garden, Taunton, page 57</li></ul>

While outcomes from our operations are not directly allocated to the specific proceeds received on our sustainable finance instruments, they demonstrate wider positive environmental and social impact supported by our investment. This table outlines a selection of the categories and eligible projects from our Sustainable Finance Framework and how they align with our wider published sustainability reporting metrics and the United Nations Sustainable Development Goals (UN SDG):

## External review

In June 2025, we engaged with Sustainalytics to review the projects financed with proceeds from our Guaranteed Secured Notes. Their report confirms that our allocated expenditures meet the use of proceeds criteria, and that our approach to impact reporting aligns with the commitments set out in our Sustainable Finance Framework. Sustainalytics full review can be found on our [investor webpage](#) or you can contact [contactinvestorrelations@livewest.co.uk](mailto:contactinvestorrelations@livewest.co.uk) for more information.



