

Sustainability Performance Tables



01

SRS Performance Table

Theme and criteria number	Criteria	Response summary	Find out more (click on web address)
T1 Affordability and Security			
C1	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 Local Authority 2. Rent compared to Local Housing Allowance (LHA)	As part of our core social mission, L&Q looks to provide rents that are fair and as affordable as possible. This includes for our affordable rents setting a policy of rents that are at their very highest at the LHA level. On average our regulated rents (general needs rents) compared to what can be claimed for at the LHA rate is 46.8%, while compared to the ONS Local Authority average for the sized property our rent is on average is just 40.9% compared to this.	Not Applicable - produced for SRS.
C2	Share, and number, of existing homes (owned and managed) completed before the last financial year allocated to: <ul style="list-style-type: none"> • General needs (social rent) • Intermediate rent • Affordable rent • Supported Housing • Housing for older people • Low-cost home ownership • Care homes • Private Rented Sector • Other 	General needs (social rent) - 57,199 Intermediate rent - 2,518 Affordable rent - 7,956 Supported Housing - 2,591 Housing for older people - 5,019 Low-cost home ownership - 10,400 Care homes - 345 Private Rented Sector - 2,744 Other - 18,302 ('Other' includes Key worked accomodation, shared equity, other social homes, leaseholders, student accomodation and other landlords)	See page 122 of our 2022 Financial Statements. https://www.lqgroup.org.uk/investors/financial-performance
C3	Share, and number, of new homes (owned and managed) that were completed in the last financial year, allocated to: <ul style="list-style-type: none"> • General needs (social rent) • Intermediate rent • Affordable rent • Supported Housing • Housing for older people • Low-cost home ownership • Care homes • Private Rented Sector • Other 	L&Q, including joint ventures, has completed 4,157 (2021: 2,699) residential units in the financial year. This comprises of 2,532 (2021: 1,556) completions for social housing tenures and 1,625 (2021: 1,143) completions for market tenures.	See page 2 of our Trading update for period ending 31 March 2022. https://www.lqgroup.org.uk/investors/investor-information
C4	How is the housing provider trying to reduce the effect of fuel poverty on its residents?	L&Q delivers a number of initiatives to reduce the impact of fuel poverty on our residents including our Pound Advice, Tenancy Sustainment and Employment Support services, emergency fuel vouchers and Healthy Homes visits.	See page 36 of our 2022 Sustainability Report https://www.lqgroup.org.uk/about-landq/sustainability-at-lq

C5	What % of rental homes have at least a 3 year tenancy agreement?	<p>L&Q's Tenure Policy sets out our commitment to provide the most secure tenure appropriate and are committed to support tenants sustain their tenancies. This means that assured lifetime tenancies have been our default tenancy for general needs tenants since 2018. Prior to that, from 2012 we offered new tenants six-year fixed term tenancies. We started to convert these to lifetime assured tenancies in 2019. Of our general needs tenants, 87% now have assured tenancies.</p> <p>Outside of our general needs housing, we offer fixed term tenancies for specific reasons. L&Q Living, our supported housing subsidiary have 204 homes let on a two-year fixed term as part of our Rough Sleepers Initiative properties. They also provide assured shorthold tenancies for tenants in supported housing needing short term support from a provider. These are for an average of two years. The majority of our privately rented and intermediately rented properties are on less than three-year fixed tenancies that roll over, apart from London living rent (LLR) that are three-year fixed tenancies.</p>	Not Applicable - produced for SRS.
T2 Building Safety and Quality			
C6	What % of homes with a gas appliance have an in-date, accredited gas safety check?	99.30%	Not Applicable - produced for SRS.
C7	What % of buildings have an in-date and compliant Fire Risk Assessment?	98.30%	Not Applicable - produced for SRS.
C8	What % of homes meet the national housing quality standard?	99.11%	Not Applicable - produced for SRS.
T3 Resident Voice			
C9	What arrangements are in place to enable the residents to hold management to account for provision of services?	Residents are at the heart of L&Q, and our governance structure makes sure that they have a powerful voice across the business. This includes Group Board representation, our Resident Services Board and resident involvement activities across the group.	See page 36 of our 2022 Sustainability Report. https://www.lqgroup.org.uk/about-landq/sustainability-at-lq
C10	How does the housing provider measure Resident Satisfaction and how has Resident Satisfaction changed over the last three years?	<p>We carry out regular transactional surveys with our residents, which give us feedback on their experience of our services. This includes responsive repairs, calls with the customer service centre and all key customer touchpoints/interactions. We calculate a 'blended' satisfaction score based on combining scores across key services.</p> <p>In 2021/22 our blended score for service delivery was 76.9% - very / fairly satisfied. In 2020/21, 81.3% of our residents were very/fairly satisfied with the services that they received from us and in 2019/20 the figure was 86.1%</p> <p>We also use the Customer Service Index (CSI) to understand how all our residents view us. This is a perception measure and includes the views of residents who have not had any recent contact with us. For our baseline survey in 2018 our CSI score was 65.2%. The score for 2021 was 67.5%.</p>	See page 35 of our 2022 Sustainability Report.

C11	In the last 12 months, how many complaints have been upheld by the Ombudsman. How have these complaints (or others) resulted in change of practice within the housing provider?	<p>In July 2020 the Housing Ombudsman Service (HOS) introduced a complaint handling code that brought in new rules and much tighter timescales for landlords. The impact was more customers escalating their complaints to Stage 2 and to the HOS, leading to an increase in HOS determinations (decisions).</p> <p>In 2021/2022, the HOS found maladministration in 54 of the 101 determinations. This was down from 58 of the 85 determinations in 2020/2021 but up from 17 of the 67 in 2019/20.</p> <p>When they introduced the code during 2020 their approach to reviewing complaints also changed. leading to far more findings against landlords. In particular, the levels of compensation we were awarding were no longer adequate so we introduced a new compensation policy in September 2021. It is now in line with the HOS, clearer and more consistent.</p> <p>Our existing complaints policy was introduced in November 2020. In April, the HOS announced changes to the code that become effective in October 2022. We have taken this opportunity to revise our complaints policy and approach to go live at the same time. We offer full training on the compensation policy, upcoming policy changes and have a mandatory training module for all front line staff. We expect managers to monitor and review their people's complaint handling giving them dashboards and assistance in doing so. We also hold a monthly governance meeting to hold department directors accountable for both complaint handling and the root causes.</p>	<p>See Housing Ombudsman Service website.</p> <p>https://www.housing-ombudsman.org.uk/</p>
T4 Resident Support			
C12	What support services does the housing provider offer to its residents. How successful are these services in improving outcomes?	<p>We offer a range of support to our residents through the L&Q Foundation. This includes our Pound Advice, Tenancy Sustainment and Employment Support services, as well as funding distributed to community organisations. Where possible success is measured using the HACT Wellbeing Valuation Approach.</p>	<p>See page 39 of our 2022 Sustainability Report.</p>
T5 Placemaking			
C13	Provide examples or case studies of where the housing provider has been engaged in placemaking or placeshaping activities.	<p>The L&Q Foundation delivers a variety of placemaking activities through the funding of community and voluntary sector organisations that create positive social impact. Where possible, success is measured using the HACT Wellbeing Valuation Approach. We are also developing a new placemaking standard to incorporate environmental design guidelines.</p>	<p>See page 39 and 34 of our 2022 Sustainability Report.</p> <p>https://www.lqgroup.org.uk/about-landq/sustainability-at-lq</p>
T6 Climate Change			
C14	Distribution of EPC ratings of existing homes (those completed before the last financial year).	<p>EPC A: 0.37% EPC B: 10.78% EPC C: 58.97% EPC D: 27.75% EPC E: 1.95% EPC F: 0.17% EPC G: 0.02%</p>	<p>See page 24 of our 2022 Sustainability Report.</p>
C15	Distribution of EPC ratings of new homes (those completed in the last financial year).	<p>The breakdown of in-house build EPC ratings for 21-22 was as below:</p> <p>EPC A: 0% EPC B: 99.6% EPC C: 0.4% EPC D: 0% EPC E: 0% EPC F: 0% EPC G: 0%</p>	<p>See page 24 of our 2022 Sustainability Report.</p>

C16	Scope 1, Scope 2 and Scope 3 green house gas emissions.	Scope 1 Emissions: 25,420.33tCO ₂ e Scope 2 Emissions (market-based): 4,739.20tCO ₂ e Scope 3 Emissions: 144.75tCO ₂ e Scope 3 Emissions do not include "regulated" emissions from independently heated homes at present, however we hope to review this among other Scope 3 reporting options in reporting for 2022/23 onwards.	See page 57 of our 2022 Sustainability Report. https://www.lqgroup.org.uk/about-landq/sustainability-at-lq
C17	What energy efficiency actions has the housing provider undertaken in the last 12 months?	We have implemented a range of measures throughout 2021/22 to improve energy efficiency and reduce carbon emissions. These measures have focussed on improving the operational efficiency of our homes, strengthening our renewable energy generation capacity and streamlining our workspace needs.	See page 25 of our 2022 Sustainability Report.
C18	How is the housing provider mitigating the following climate risks: <ul style="list-style-type: none">• Increased flood risk• Increased risk of homes overheating	A Climate Risk Review is to be completed in 2022/23 to comprehensively identify, model and support strategic development for climate risks. Key mitigations are addressed through L&Q's planning process but will also be informed by the upcoming Climate Risk Review.	See page 26 of our 2022 Sustainability Report.
C19	Does the housing provider give residents information about correct ventilation, heating, recycling etc? Please describe how this is done.	Advice on ventilation and heating is provided to residents via our Healthy Homes programme and advice on condensation is given through our lettings teams. We do not currently have any formal processes to give residents information on recycling but we will be exploring this in the coming year.	See page 27 of our 2022 Sustainability Report.
T7 Ecology			
C20	How is the housing provider increasing Green Space and promoting Biodiversity on or near homes?	We are developing environmental design guidelines as part of our new approach to placemaking. The Development Sustainability Strategy being developed will also include an approach to improving biodiversity on our new sites. The Government has developed a Biodiversity Net Gain calculator that it is expected to have to be used on all new planning applications from the end of 2023. The score that comes out of the calculator will probably form part of our approach to tracking our performance against our ambitions.	See page 29 of our 2022 Sustainability Report.
C21	Does the housing provider have a strategy to actively manage and reduce all pollutants? If so, how does the housing provider target and measure performance?	2. No, but planning to develop a strategy The Development Sustainability Strategy being developed will address how we actively manage and reduce all pollutants through our development activities. We actively manage and reduce mould & damp through our Healthy Homes programme.	See page 27 of our 2022 Sustainability Report.
T8 Resource Management			
C22	Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building works? If so, how does the housing provider target and measure performance?	2. No, but planning to develop a strategy The Development Sustainability Strategy that is currently being drawn up will address how we use or increase the use of responsibly sourced materials for building works through our development activities.	See page 28 of our 2022 Sustainability Report.
C23	Does the housing provider have a strategy for waste management incorporating building materials? If so, how does the housing provider target and measure performance?	2. No, but planning to develop a strategy For new construction, designing out waste and better managing what we do produce will be covered by the Development Sustainability Strategy being developed this year. From this year we are collecting the data to help us develop a baseline, which will then enable us to track performance going forward. We are also introducing a KPI to new Major Works projects requiring a minimum level of diversion of waste to landfill.	See page 28 of our 2022 Sustainability Report.

C24	Does the housing provider have a strategy for good water management? If so, how does the housing provider target and measure performance?	2. No, but planning to develop a strategy For new construction, this will be covered by the Development Sustainability Strategy, which is currently in progress. From this year, we are collecting the data to help us develop a baseline. This will then enable us to track performance going forward. We have implemented water-saving technologies where possible at our Head Office and other re-fitted offices.	Not Applicable - produced for SRS.
T9 Structure and Governance			
C25	Is the housing provider registered with the national regulator of social housing?	Yes, the Regulator of Social Housing in England.	See page 41 of our 2022 Sustainability Report. https://www.lqgroup.org.uk/about-landq/sustainability-at-lq
C26	What is the most recent regulatory grading/status?	G1/V1.	See page 41 of our 2022 Sustainability Report.
C27	Which Code of Governance does the housing provider follow, if any?	NHF Code of Governance 2020.	See page 41 of our 2022 Sustainability Report.
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?	Not for profit Community Benefit Society.	See page 41 of our 2022 Sustainability Report.
C29	Explain how the housing provider's board manages organisational risks.	L&Q have a Risk Management Policy, Risk Register and Risk Appetite Statement. Risk is reviewed regularly by Audit & Risk Committee, and annually by Group Board.	See page 80 of our 2022 Financial Statements. https://www.lqgroup.org.uk/investors/financial-performance
C30	Has the housing provider been subject to any adverse regulatory findings in the last 12 months (data protection breaches, bribery, money laundering, HSE breaches etc) • That resulted in enforcement or other equivalent action?	Data protection breaches, bribery, money laundering – None One Enforcement Notice (F&RA) - now closed.	See Public Register Notices. https://www.hantsfire.gov.uk/safety/the-workplace/public-register-notices/
T10 Board and Trustees			
C31	What are the demographics of the board? And how does this compare to the demographics of the housing providers residents?	Board: Male/Female - 54.5%/45.5% BAME - 36.4% Disability - 18.2% Average tenure 3 years Average age 55.8	See page 41 of our 2022 Sustainability Report.
C32	What % of the board AND management team have turned over in the last two years?	Group Board turnover 33% (21-22), 40% (20-21). Executive Group turnover 0% (21-22), 17% (20-21).	See page 41 of our 2022 Sustainability Report.
C33	Is there a maximum tenure for a board member? If so, what is it?	Generally 2 x three- year terms and can then be extended annually up to to nine years in total in exceptional circumstances. Our approach is to only extend for chairs of board/committee when we need to, to ensure smoothing or retireals.	See page 41 of our 2022 Sustainability Report.
C34	What % of the board are non-executive directors?	9 out of 11 (81.8%).	See page 41 of our 2022 Sustainability Report.

C35	Number of board members on the Audit Committee with recent and relevant financial experience.	Two.	See page 41 of our 2022 Sustainability Report. https://www.lqgroup.org.uk/about-landq/sustainability-at-lq
C36	Are there any current executives on the Remuneration Committee?	No	See page 41 of our 2022 Sustainability Report.
C37	Has a succession plan been provided to the board in the last 12 months?	Yes. We have a recruitment and succession plan in place, which is considered annually in November.	See page 41 of our 2022 Sustainability Report.
C38	For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?	KPMG have been our auditors for 10 years, up to the current audit they are doing for FY2022. We went out to tender for a new five-year contract earlier this year, which KPMG won – this will cover FY 2023 to 2027. They remain independent through their internal requirements of signing partner rotation.	See page 94 of our 2022 Financial Statements. https://www.lqgroup.org.uk/investors/financial-performance
C39	When was the last independently-run, board-effectiveness review?	Last externally facilitated review reported in March 2020. Next due in 2023.	See page 10 of our 2021 Governance Report. https://www.lqgroup.org.uk/about-landq/our-people
C40	Are the roles of the chair of the board and CEO held by two different people?	Yes, Chair - Aubrey Adams / CEO - Fiona Fletcher Smith.	See our website ('Our People') https://www.lqgroup.org.uk/about-landq/our-people
C41	How does the housing provider handle conflicts of interest at the board?	A register of interests is published on our website.	See our website ('Our People') https://www.lqgroup.org.uk/about-landq/our-people
T11 Staff Wellbeing			
C42	Does the housing provider pay the Real Living Wage?	Yes.	See page 42 of our 2022 Sustainability Report
C43	What is the median gender pay gap?	7.12%	See our 2022 Fair Pay Report https://www.lqgroup.org.uk/media-centre/news/lq-publishes-diversity-and-fair-pay-reports
C44	What is the CEO:median-worker pay ratio?	10.62	See page 26 of our 2022 Financial Statements. https://www.lqgroup.org.uk/investors/financial-performance

C45	How does the housing provider support the physical and mental health of their staff?	<p>Throughout 2021/22 our staff wellbeing programme ran a varied programme of events in line with our wellbeing strategy, including a session on the subject of anxiety attended by 95 employees.</p> <p>Other initiatives included the annual Safety and Wellbeing focus week, mindfulness and sleep promotion sessions. L&Q continue upskilling people managers in mental health awareness, equipping them with knowledge to identify when a staff member may be going through challenges. People Safety and Wellbeing team work collaboratively with HR to ensure wellbeing focused processes, such as Mental Health and Wellbeing Policy, remain relevant and are embedded in the organisation.</p>	<p>See page 42 of our 2022 Sustainability Report.</p> <p>https://www.lqgroup.org.uk/about-landq/sustainability-at-lq</p>
C46	What is the average number of sick days (both long and short term) taken per employee?	9.1 days per year.	Not Applicable - produced for SRS.
T12 Supply Chain			
C47	How is Social Value creation considered when procuring goods and services?	We work with our supply chain partners to develop social value plans. Last year, we developed four social value plans with new contractors. As part of our Major Works Programme, we will include social value commitments in contracts and implement a new standardised approach in order to maximise social value.	See page 43 of our 2022 Sustainability Report.
C48	How is Environmental impact considered when procuring goods and services?	We have started including minimum requirements for above-OJEU Works contracts to meet PAS91 standards, which covers Environmental Impact and Sustainability.	See page 43 of our 2022 Sustainability Report.

L&Q Priorities Performance Table

Progress against L&Q's Sustainability Priorities for years 2019/20, 2020/21 and 2021/22

Theme - L&Q Future Shape	Activity	KPI / measurement metric	2019/20	2020/21	2021/22	Annual breakdown of SPT	Sustainability targets	Find out more (click on web address)
Environmental								
Climate change mitigation	Energy and carbon emissions	Carbon emissions intensity (tCO ₂ e per unit)	32,822.21 tCO ₂ e 0.2712 tCO ₂ e/unit	33,267.73 tCO ₂ e 0.2574 tCO ₂ e/unit	30,159.53 tCO ₂ e 0.2335 tCO ₂ e/unit	1. 10% reduction in 2021/22 relative to baseline 2. 15% reduction in 2022/23 relative to baseline 3. 20% reduction in 2023/24 relative to baseline	20% reduction in carbon emissions intensity (scope 1 and 2) by 31 March 2024.	See page 22-23 of our 2022 Sustainability Report. https://www.lqgroup.org.uk/about-landq/sustainability-at-lq
	Renewable energy procurement	Proportion of purchased electricity from renewable sources (%)	~36.9% (grid mix)	~43.1% (grid mix)	100% by 31 March 2022	1. 100% by 31/3/2022	100% of purchased electricity consumption generated from renewable sources by 31 March 2022.	See page 22 of our 2022 Sustainability Report.
	Energy efficiency of existing homes	Existence of long-term decarbonisation strategy for existing residential portfolio (Yes/No)	No	No	Yes	1. Develop long-term decarbonisation strategy by 31/3/2022 2. Commence implementation of strategy in 2022/23	Develop a decarbonisation strategy for existing homes by 31 March 2022 setting out the roadmap to EPC band C by 2030 and Net Zero 2050, commencing implementation in 2022/23.	See page 24 of our 2022 Sustainability Report.
	Energy efficiency of new homes	Distribution of EPC ratings for new homes (% at each rating level)	~99%	Not reported	99.6%	1. Achieve 99% EPC B rating or above by 31/3/2022, and commence development of strategy to achieve near net zero for new build 2. Achieve 100% EPC B rating or above 31/3/2023, and set enhanced energy performance targets for new builds	Establish a minimum energy rating of EPC B for in house new build homes from 1 April 2022, and enhance this target by 31 March 2023 based on the development of a roadmap for improving new build efficiency standards to near net zero.	See page 24 of our 2022 Sustainability Report.
	Energy efficiency of communal heating systems	Operational plant efficiency of communal heating systems managed by L&Q Energy (%)	Decision made not to report in 2022.	Decision made not to report in 2022.	Decision made not to report in 2022.	To be determined in 2022-2023.	To be determined in 2022-2023	Not Applicable this reporting year.
	Energy & climate change education	Number of students educated on energy and climate change via L&Q school partnerships programme (No.)	1068	161	220	1. 1,000 students engaged by 31/3/2022 2. 2,000 students engaged by 31/3/2023 3. 3,000 students engaged by 31/3/2024	3,000 students engaged on energy and climate change by 31 March 2024.	See page 26 of our 2022 Sustainability Report.

Climate change adaptation	Climate resilience	Taskforce for Climate-related Financial Disclosures (TCFD) reporting (Yes/No)	No - TCFD reporting not in place at financial year ending 31 March 2020.	Not reported	Preparatory work for tender issuance completed, ahead of Invitation to Tender being issued for climate risk review in Q1 2022/23	1. Complete resilience review 2022 2. First year of TCFD disclosure 2023/24	Conduct a climate risk review of L&Q Group by 2022 and report in line with the Taskforce on Climate-Related Financial Disclosures (TCFD) in 2023/24.	See page 26 of our 2022 Sustainability Report. https://www.lqgroup.org.uk/about-landq/sustainability-at-lq
Sustainable use of water	Construction water usage	Percentage of L&Q construction sites monitoring water usage and intensity (%).	0% for financial year ending 31 March 2020.	Not reported.	All new development sites set up to record water usage from 1/4/2022, with regular monthly monitoring in place for 2022/23.	1. Ensure that water data is being captured for all new in house construction sites by 31/3/2022 2. Commence reporting of water usage figures by 31/3/2023	Ensure that water usage data is being captured and reported for all new in house construction sites (L&Q-managed, excluding those in late development stage) from 1 April 2022.	See page 28 of our 2022 Sustainability Report.
Transition to a circular economy	Construction waste	Percentage of L&Q construction sites monitoring waste and waste intensity (%).	0% for financial year ending 31 March 2020.	Not reported.	All new development sites set up to record waste data from 1/4/2022, with regular monthly monitoring in place for 2022/23.	1. Ensure that waste data is being captured for all new in house construction sites by 31/3/2022 2. Commence reporting of waste data by 31/3/2023	Ensure that waste data is being captured and reported for all new in house construction sites (L&Q-managed, excluding those in late development stage) from 1 April 2022.	See page 28 of our 2022 Sustainability Report.
Protection and restoration of biodiversity and ecosystems	Environmental placemaking	Percentage of new L&Q developments that consider environmental placemaking guidelines (%)	0% for financial year ending 31 March 2020.	Not reported.	To be implemented from 2022 onwards	1. Develop environmental placemaking design guidelines by 2022 2. Ensure that environmental placemaking guidelines are considered for all new developments from 2023	Establish environmental design guidelines for placemaking, for consideration at all new developments from 2022.	See page 29 of our 2022 Sustainability Report.
Social								
Affordable housing	Provision of affordable housing	Number of new “affordable homes” (as defined by Housing & Regeneration Act) built (No.)	2,439 new homes built, of which 1,188 were affordable (49%)	2,699 homes built, of which 1,556 homes were affordable (58%)	4,157 homes built, of which 2,532 homes were affordable (61%)	20/21: 2699 handovers of which 58% (1556) affordable 21/22: 4345 handovers, 65% (2057) affordable 22/23: 1000 affordable handovers	8,000 new homes built and handed over for years 20/21 to 23/24 inclusive, of which 4000 are affordable	See page 53 of our 2022 Sustainability Report.
Community development	Community investment	Funding invested in local community organisations to generate positive social impact on the communities where our residents live.	£2.5m	£3.4m	£3.4m	£10m by 31/3/2024	£10m invested in communities driven by identified social need and measurable impact 31 March 2024	See page 11 of our 2022 Sustainability Report.

Building Safety	Fire Safety.	Percentage of high rise buildings (18m+) that have had inspection of external wall systems to identify dangerous cladding (%).	0% for financial year ending 31 March 2020	Not reported	100%	1. 100% of high rise buildings inspected by 31 March 2022	100% of high rise buildings to have external wall systems inspected by 31 March 2022.	Sustainability Report page 33/ Financial statement page 10. https://www.lqgroup.org.uk/investors/financial-performance
Resident support	Employment generation.	Number of people gaining employment, or more sustainable employment, through interventions including apprenticeships and graduates (No.)	732	300	561	1. 330 people supported by 31/3/2022 2. 860 people supported by 31/3/2023 3. 1,435 people supported by 31/3/2024	1,809 people supported in to work by 31 March 2024.	Sustainability Report page 36/39. https://www.lqgroup.org.uk/about-landq/sustainability-at-lq
	Tenancy sustainment.	Number of residents supported (No.)	L&Q Foundation: 467 tenancies sustained	L&Q Foundation: 543 tenancies sustained	L&Q Foundation: 527 tenancies sustained	1. 770 residents supported by 31/3/2022 2. 1,540 residents supported by 31/3/2023 3. 2,310 residents supported by 31/3/2024	2,310 residents supported in stabilising their tenancies by 31 March 2024.	See page 36 of our 2022 Sustainability Report.
	Financial inclusion .	Number of residents accessing financial support services (No.)	L&Q Foundation: 1,609 residents supported	L&Q Foundation: 3,204 residents supported	L&Q Foundation: 3,525 residents supported	1. 2,750 residents supported by 31/3/2022 2. 5,650 residents supported by 31/3/2023 3. 8,750 residents supported by 31/3/2024	8,750 residents accessed financial support services by 31 March 2024.	See page 36 of our 2022 Sustainability Report.
	Social inclusion of vulnerable groups.	Number of vulnerable residents participating in inclusion events or activities (No.)	5555 engagements	666 engagements*	4677 engagements	1. 3,000 engagements by 31/3/2022 2. 6,000 engagements by 31/3/2023 3. 9,000 engagements by 31/3/2024	9,000 engagements of vulnerable residents in inclusion events or activities by 31 March 2024.	See page 36 of our 2022 Sustainability Report.
Community development	Community development.	Number of organisations supported, including social enterprises (No.)	45 organisations for financial year ending 31 March 2020	107 organisations for financial year ending 31 March 2021	121 organisations for financial year ending 31 March 2022	1. 150 organisations supported by 31/3/2022 2. 360 organisations supported by 31/3/2023 3. 580 organisations supported by 31/3/2024	580 organisations supported by 31 March 2024.	See page 34 of our 2022 Sustainability Report.
Youth education and skills training	Opportunities for young people.	Number of children and young people better able to make informed decisions (No.)	5369 young people supported in financial year ending 31 March 2020	2168 young people supported in financial year ending 31 March 2021	1581 young people supported in financial year ending 31 March 2022	1. 600 young people supported by 31/3/2022 2. 1,300 young people supported by 31/3/2023 3. 2,100 young people supported by 31/3/2024	2,100 young people supported with education and skills training by 31 March 2024.	See page 26 of our 2022 Sustainability Report.

Governance								
Representative Governance	Composition and diversity of board.	Percentage of BAME board members (%); percentage of women board members (%)	23% BAME and 46% women on board at financial year ending 31 March 2020	27% BAME and 45% women on board.	36% BAME and 46% women on board.	No annual breakdown - increase BAME proportion on our board to 30% and the proportion of women to 50% by 31/3/2024	Double the BAME proportion on our board to 30%, and the proportion of women to 50%, by 31 March 2024.	See page 41 of our 2022 Sustainability Report. https://www.lqgroup.org.uk/about-landq/sustainability-at-lq
		Monitoring and reporting of colleague demographics for Group Board, Executive Group and L&Q's staff body, including gender, ethnicity, age and tenure (Group Board only) (Yes/No).	Not reported externally	Report published and available on external L&Q website.	Report to be published following review by Executive Group and Group Board.	Applicable to all years from 1/4/2021	Monitor and annually report the specified colleague demographics for Group Board, Executive Group and L&Q's staff body as a whole from 1 April 2021.	See page 41 of our 2022 Sustainability Report.
	Customer representation.	Governance structure that includes resident representation on Group Board and its advisory committees (Yes/No).	Yes	Yes, representation on Group Board and launched Resident Services' Board.	Yes, representation on Group Board and Resident Services' Board in place.	Applicable to all years from 1/4/2021	Retain resident representation on the Group Board and Resident Services Board.	See page 41 of our 2022 Sustainability Report.
Systems and Risk Management	Financial viability and governance.	Governance and Viability Ratings (G and V).	G1/V1 for financial year ending 31 March 2020.	G1/V1	G1/V1	Applicable to all years from 1/4/2021	Maintain G1/V1 rating from the Regulator of Social Housing.	See page 11 of our 2022 Sustainability Report.
Employee Wellbeing	Living wage employer.	Percentage of directly-employed L&Q staff (excluding apprentices) paid real Living Wage rate (%)	100%	100%	100%	Applicable to all years from 1/4/2021	100% of employees paid real Living Wage rate from 1 April 2021.	See page 42 of our 2022 Sustainability Report.
	Pay gap reporting.	Monitoring and reporting of gender, ethnicity and disability pay gap (Yes/No).	Yes, at financial year ending 31 March 2020	Report published and available on external L&Q website	Report to be published following review by Executive Group and Group Board	Applicable to all years from 1/4/2021	Monitor and publicly report specified pay gap metrics annually from 1 April 2021.	See page 44 of our 2022 Sustainability Report.
	Diversity & inclusion.	Use of Rooney Plus Rule (Yes/No).	Yes, at financial year ending 31 March 2020	Yes	Yes	Applicable to all years from 1/4/2021	Maintain usage of the Rooney Plus Rule when recruiting for all senior leadership positions within LQHT from 1 April 2021.	See page 44 of our 2022 Sustainability Report.
	Employee development.	Percentage of employees provided with "Compulsory Training" to ensure they are equipped with the skills, knowledge and behaviours required in line with best practice and regulatory requirements (%)	100%	100%	100%	1. 97% by 31/3/2022 2. 98% by 31/3/2023	98% from 1 April 2022.	See page 42 of our 2022 Sustainability Report.
		Percentage of employees that complete a performance review on a bi-annual basis (%)	2020 Annual: 95% 2020 Mid-year: 91%	2021 Annual: 99% 2021 Mid-year: 96%	Annual: 96% 2022 Mid-year: Upcoming	1. 95% by 31/3/2022 2. 98% by 31/3/2023	98% from 1 April 2022.	See page 42 of our 2022 Sustainability Report.

Supply Chain	Sustainable procurement.	Number of eligible procurement contracts having a social value plan (No.)	8 social value plans for year ending 31 March 2020	Not reported	4 social value plans developed in 2021/22	Applicable to all years from 1/4/2021	Develop social value plans for at least 5 contracts each year from 1 April 2021.	See page 43 of our 2022 Sustainability Report. https://www.lqgroup.org.uk/about-landq/sustainability-at-lq
		Percentage of construction contracts with sustainability-related pre-qualification criteria (%)	0% for financial year ending 31 March 2020	Not reported	New Build 'Works' contracts – 100% Maintenance 'Works' – not available for this reporting period	1. At least 50% of OJEU contracts in the year to 31/3/2022] 2. All OJEU contracts in the year to 31/3/2023	From 1 April 2022, all new construction contracts with value in excess of OJEU threshold will be subject to prequalification according to the BSI PAS 91 standard.	See page 43 of our 2022 Sustainability Report.
Reporting	Sustainability reporting	Annual sustainability report (Yes/No)	No	Report published and available on external L&Q website	Report published and available on external L&Q website	Applicable to all years from 1/4/2022	Produce an annual Sustainability Report from 1 April 2022 to report on L&Q's performance against the metrics and targets set out in this ESG Framework.	Not Applicable

* Excludes informal socially-distanced gatherings facilitated by grant-funded items eg. garden furniture.

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L&Q

For more information

L&Q Group

T: 0300 456 9998

www.lqgroup.org.uk