

Sustainability Report 2021



L&Q



Photo: Residents at Torrison House

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**Chief
Executive
introduction**

Chief Executive introduction

As one of the UK's leading housing associations and developers, with social purpose at the core of everything we do, L&Q is perfectly placed to make a significant positive impact to people and the planet. With this overarching mission in mind, we have aligned the measurement and reporting of our sustainability activities to the United Nations Sustainable Development Goals (SDGs).

Our new Sustainability Report has been developed against the backdrop of a challenging and uncertain operating environment. Decarbonisation, building safety, and housing supply are some of the defining topics in today's housing world, and the sector faces many challenges in both navigating - and balancing - them. Skills shortages, supply chain issues and changing regulations highlight the breadth of the issues faced, but our resolve to overcome them is even greater.

We published our first Sustainability Finance Framework recently, which focuses on achieving net zero carbon by 2050, enabling sustainable economic and housing growth, safeguarding the environment, and working with others to achieve an increased amount of social value. Our Sustainability Report complements this framework, helping us to deliver much-needed homes, jobs, investment, and climate action.

In reviewing this report, you will see our commitment to our social purpose is stronger than ever, as we seek to create homes and places for people to thrive in, both now and in the future.

Residents are at the heart of L&Q and over the past year we have further strengthened our governance structures to ensure they have a powerful voice throughout the business. We see residents as the focal point of our sustainability work and will actively encourage them to contribute, always keeping their best interests in mind.

Some of our work on sustainability activities is already underway, from our robust financial framework to our community initiatives, but we know we must not be complacent. Over the next seven years, we will invest £1.9 billion to transform existing homes and neighbourhoods, in what we believe is the largest housing investment programme ever undertaken by the sector. To do this, we will work with residents, innovate, and adopt and support initiatives that reflect the needs of our fast-changing world.

We have a long way to go, but I am confident that our social purpose, engaged residents, motivated colleagues, powerful governance and financial strength will all combine to create a solid foundation on which to build a truly sustainable legacy.

“
Our social purpose is stronger than ever, as we seek to create homes and places for people to enjoy, both now and in the future.
”



Photo: Fiona Fletcher-Smith, L&Q Chief Executive



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Introduction

Introduction



L&Q's vision is that everyone deserves a quality home that provides them with the opportunity to live a better life.

We have always recognised the special responsibility we hold as one of the UK's largest housing associations. We have a duty to deliver wider benefits to society, above and beyond providing homes, and those responsibilities are firmly embedded within our new five-year corporate strategy, '**Future Shape**'. Our corporate strategy is shaped around five strategic pillars; the services we provide, the homes we build and manage, the people who make up L&Q, our approach to governance and assurance, and how we manage and invest financially.

As part of our new five-year corporate strategy, 'Future Shape', we have committed to putting sustainability at the heart of what we do by:

- Safeguarding the environment;
- Making sure that we generate value for society;
- Operating our business in a transparent and ethical manner; and,
- Enabling sustainable economic and housing growth.

To make sure we do this effectively, we have identified sustainability priorities, in consultation with L&Q colleagues, residents and other stakeholders. We will use our first sustainability report to define our commitments against these priorities and showcase areas of work in line with the targets we are working towards. We will report our first year's performance in 2022.

More about the UN Sustainable Development Goals

We want to demonstrate how we are contributing to wider societal goals by aligning our activities and the outcomes we deliver to the UN Sustainable Development Goals (SDGs). Mapping to SDGs allows us to bring together existing and new activities, and enables us to measure, monitor and report on how we are progressing towards our sustainability goals to residents, government, partners, employees, and investors.

L&Q's Sustainability Finance Framework

Our sustainability priorities have informed L&Q's Sustainability Finance Framework. This kind of finance framework presents us with an opportunity to use our commitment to access future capital, at potentially better rates. Our Sustainability Report will report against key metrics in this framework and provide investors with an insight into our sustainability activities.



L&Q's alignment with the United Nations Sustainable Development Goals

We are working to the spirit of all 17 SDGs but we have mapped some of our focus areas to the 10 SDGs where we have the most material impact. We map specific environmental, social and governance focus areas later in the report.



<p>Example target of material interest (mapped and summarised against the 169 targets under the 17 SDGs)</p>	<p>1.3 Achieve substantial coverage of the poor and the vulnerable.</p>	<p>3.5 Strengthen the prevention and treatment of substance abuse.</p>	<p>4.4 By 2030, substantially increase the number of youth and adults who have relevant skills for employment.</p>	<p>7.2 By 2030, increase substantially the share of renewable energy.</p>	<p>8.3 Encourage the growth of small and medium sized enterprises.</p>	<p>9.1 Develop quality, reliable, sustainable and resilient infrastructure.</p> <p>9.4 Upgrade infrastructure to make them sustainable.</p>	<p>10.2 By 2030, empower and promote the social, economic and political inclusion of all.</p>	<p>11.1 By 2030, ensure access for all to adequate, safe and affordable housing.</p> <p>11.7 By 2030, provide universal access to safe, inclusive and accessible, green and public spaces.</p>	<p>12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.</p>	<p>13.2 Integrate climate change measures into policies, strategies and planning</p> <p>13.3 Improve education, awareness-raising on climate change mitigation and adaptation.</p>
<p>How the SDG target aligns to our outcomes</p>	<p>Tenancy sustainment; community development. Find out more on page 25.</p>	<p>Tenancy sustainment; community development. Find out more on page 25.</p>	<p>Tenancy sustainment; community development. Find out more on page 25.</p>	<p>Energy efficiency of new and existing homes; renewable energy procurement. Find out more on page 17.</p>	<p>Sustainable procurement. Find out more on page 38.</p>	<p>Energy efficiency of new and existing homes; provision of affordable housing. Find out more on pages 17 and 25.</p>	<p>Community development; representative governance. Find out more on pages 25 and 33.</p>	<p>Energy efficiency of new and existing homes; provision of affordable housing; community development. Find out more on pages 17 and 25.</p>	<p>Corporate carbon emissions; resource efficiency Find out more on page 17.</p>	<p>Corporate carbon emissions; resource efficiency. Find out more on page 17.</p>



3

**Our
Priorities**

Our Priorities

We are committed to making sustainability integral to L&Q's vision, purpose and the delivery of our corporate strategy.

Our long term objectives are to:

- Be a net zero carbon business by 2050;
- Collaborate with others to achieve significant improvement in social impact and social value; and
- Safeguard the environment.

3.1 Our impact on the environment

L&Q is one of the UK's largest housing associations, responsible for more than 105,00 homes and housing around 250,000 people, with an industry leading development pipeline of 30,000 homes. We recognise that our activities have a profound impact on the environment and that we have a responsibility to minimise this impact.

We are committed to reducing the carbon footprint of our business. Our priorities are to improve the energy efficiency of our existing homes and to ensure that our new homes are built in line with best practice efficiency standards, so that we can play our part in tackling the climate crisis, while also reducing energy costs for our residents, boosting the economy and creating jobs.

We structure our environmental sustainability efforts into three areas:

- Climate Action – decarbonising our homes and activities, while futureproofing our business, residents and communities against the impacts of climate change;
- Resource Efficiency – using resources more efficiently and minimising the amount of waste produced during the construction, refurbishment and day-to-day management of operational assets; and,
- Healthy Places – maximising shared value by creating places that are healthy for both people and planet.

Environmental Theme	Focus Area	Material SDG Alignment	Long Term Goals
Climate action - mitigation	Energy efficiency of existing homes	 	Develop a decarbonisation strategy for existing homes by 31 March 2022 setting out the roadmap to average EPC band C by 2030 and Net Zero 2050.
	Energy efficiency of new homes	 	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.
	Corporate carbon emissions	 	Reduce direct carbon emissions intensity (scope 1 and 2) by 20% by 31 March 2024 relative to a 2019/20 baseline.
	Renewable energy procurement	 	Procure 100% of operational purchased electricity from renewable sources by 31 March 2022.
Climate action - adaptation	Climate resilience		Conduct a climate risk review of L&Q Group in 2022 and commence reporting in line with the Taskforce on Climate-Related Financial Disclosures (TCFD) in 2023/24.
Resource efficiency	Construction site impacts		Ensure that energy, water and waste data is being captured and reported for all new in-house construction sites by 31 March 2022.
Healthy places	Environmental placemaking	 	Incorporate environmental design guidelines into a new strategic approach to Placemaking, for all new developments from 2022.

Barking Riverside

Barking Riverside is a joint venture between the Mayor of London and L&Q, and is one of Europe's largest brownfield site developments, covering an impressive 443 acres. Delivering 10,800 homes, the new neighbourhood will also connect residents to commercial, retail and leisure facilities, parks and river walkways. In July 2021, community life began to kick off when a multi-purpose ecology and event space opened at the former 1920s power station site. Summer events were held and attended by residents and members of the public, including art installations by internationally renowned artists, family workshops, health and wellbeing events, and resident talks.

Our sustainability-led ethos and commitment to making Barking Riverside a clean, green and pleasant area in which to live led to the installation of a ground-breaking method of waste collection. Envac is a pioneering automated underground waste disposal system helping to mitigate Barking Riverside's carbon footprint.

The largest system of its kind in the world, this cleaner, greener system draws on learnings from other major European cities to transform residents' approach to waste, virtually eradicating the need for waste disposal vehicles on site.

A development of this scale would have required an estimated 19,000 traditional bins, and eight industrial waste collection vehicles running full time every day. These have been replaced with approximately 460 Envac waste outlets and no waste collection vehicles on site. With all waste collected from a single collection centre, emissions from waste vehicles are reduced by up to 90%. Streetscapes are also less polluted and safer, as the safety issues associated with these vehicles is eradicated completely. Envac has been a huge selling point for the new homes, offering a more pleasant waste solution for residents compared to communal bin stores. Find out more about Barking Riverside on the [L&Q website](#).



Photo: The Wilds at Barking Riverside, a multi-purpose community, ecology and events space now open to the public.

Modern methods of construction (MMC)

The three-year Advanced Industrialised Methods for the Construction of Homes (AIMCH) project aims to tackle some of the biggest challenges the housing sector currently faces including sustainability, the skills shortages, an ageing workforce, poor productivity, low output and low affordability, whilst identifying and developing industrialised offsite solutions needed to meet current and future house building demands.

Funded by Innovate UK, it brings together key players in the housebuilding industry - including L&Q, Stewart Milne Group, Barratt Developments PLC, The Manufacturing Technology Centre (MTC), the Construction Scotland Innovation Centre (CSIC), and Forster Roofing - to rethink and reconceptualise how the industry designs and builds housing.

As part of the project, L&Q has been trialling a variety of off-site manufactured components at 25 homes at Saxon Reach, Milton Keynes – comparing conventional methods with advanced precision manufacturing alternatives. Early indications show that labour and waste on site can be reduced by 15-20% and homes can be built 20 to 40% per cent faster.

The trial has not only allowed the environmental benefits of the advanced MMC systems to be recognised in relation to resource and waste, it has also highlighted areas of opportunity where systems and operations could be improved further.



Photo: Off-site manufacturing processes.

Addiscombe Road

Addiscombe Road is a vibrant and sustainable residential development made up of 137 homes in East Croydon, including 65% affordable housing. Based on a long-term vacant site with excellent transport connections, and the new development will deliver attractive new public realm improvements, including planting, street furniture, and a private courtyard for residents which retains a protected tree.

The plans have been designed by award winning architects, GSA, to reflect the character of the area, drawing inspiration from local post-war architecture. The part eight and part 18 storey building includes passive design features - such as appropriate orientation, solar panels and good insulation- that produce a 4.91% reduction in CO2 emissions over the regulatory requirement, meeting the London Plan policy as required by the London Borough of Croydon.

Fundamental to achieving net zero carbon is the adoption of new technologies that use certified renewable sources. Addiscombe Road uses a hybrid heating system with a 35% reduction in carbon dioxide emissions.

This includes a communal heating system that is served by a common energy centre made up of high efficiency gas boilers and external air source heat pumps (ASHP). ASHPs provide over half of the heating and hot water requirements, with an estimated annual heat profile for the development of 530MWhr and a 55/45% split in favour of ASHPs.

An energy efficient technology, ASHPs improve the thermal comfort of homes whilst also offering an environmentally responsible solution for the long term. By absorbing heat from the outside air, the pumps use a renewable, natural source of heat, and have the potential to offer significant energy, carbon and cost savings.

They are more efficient than current mainstream heating methods, meaning that residents are able to enjoy warm, well-insulated homes heated by low-carbon heating system technology. Any remaining carbon emissions at Addiscombe Road will be offset via a financial contribution to the London Borough of Croydon's carbon offset fund to contribute to sustainable improvements elsewhere in the borough.



Artistic impression of Addiscombe Road

Our Priorities (continued)

3.2 Our residents and the communities they live in

Everything we do begins with social purpose. As a regulated charitable housing association, investment in our communities is a key part of staying true to our identity and reason for being. All the money we make is reinvested into new and existing homes, services and the communities our residents live in, enabling us to house and support those in greatest need.

L&Q's distinct social purpose is expressed through both the L&Q Foundation and L&Q Living. The L&Q Foundation works at every level in our communities, focusing on key social issues such as work and training, loneliness and wellbeing, digital skills and debt and financial exclusion. Our commitment to supporting communities continued in our response to the pandemic, with £8million invested to deliver community programmes in 2020/21. For every £1 invested we created over £3 of social value – supporting thousands of our vulnerable residents and awarding grants to good causes that promote aspiration, confidence and opportunity.

L&Q Living provides care and support services for a wide range of needs, including older people, people with learning difficulties and mental health needs, and people affected by homelessness. Our bespoke services offer choice, involvement and control to help build independence. This includes a mixture of care and support, housing management and agency-managed services.

Find out more about L&Q Living in our case study on page 30.

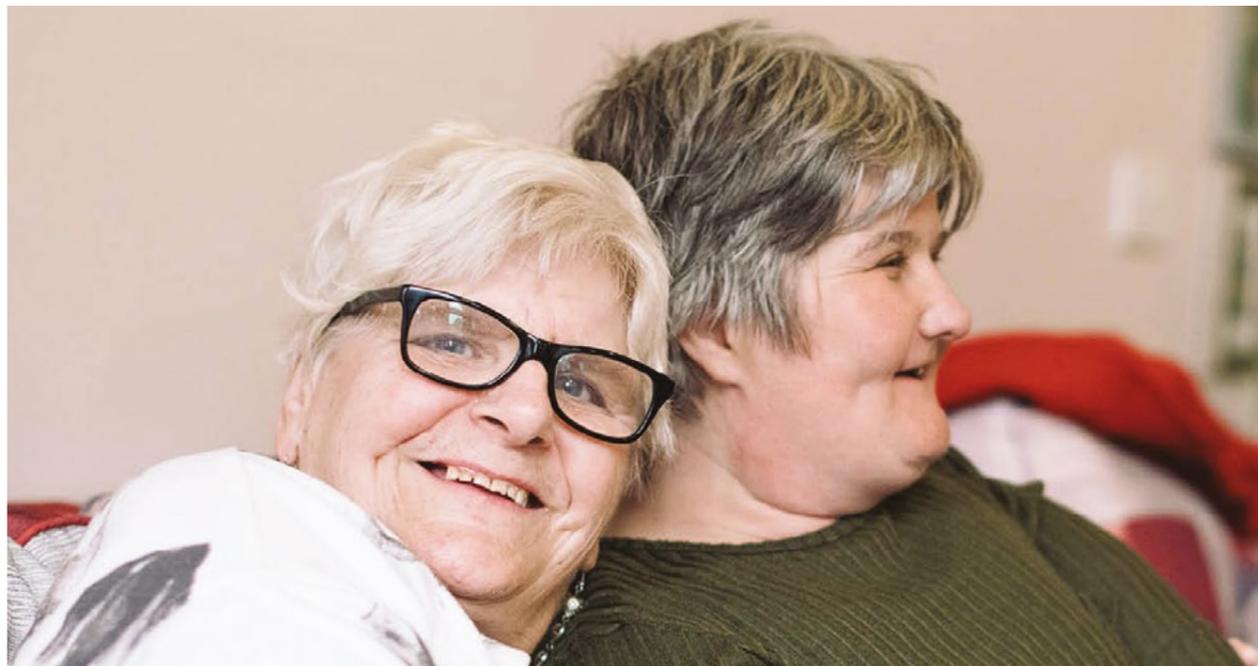


Photo: L&Q Living residents relax at Bocking Alms Houses

Social Theme	Focus Area	Material SDG Alignment	Long Term Goals
Affordable housing	Provision of affordable housing		Deliver at least 8,000 new homes by 31 March 2024.
Resident support	Employment generation		1,435 people supported into work by 31 March 2024.
	Tenancy sustainment		2,310 residents supported to get their tenancies back on track by 31 March 2024.
	Financial inclusion		8,750 residents accessed financial support services by 31 March 2024.
	Social inclusion of vulnerable groups		9,000 engagements of vulnerable residents in inclusion events of activities by 31 March 2024.
Community development	Community development		580 organisations supported by 31 March 2024.
Youth education and skills training	Opportunities for young people		2,100 young people supported with education and skills training by 31 March 2024.

Acton Gardens

Acton Gardens is a comprehensive redevelopment of the former South Acton estate, creating nearly 3,500 new mixed-tenure homes, half of them affordable. It is a joint venture between L&Q and Countryside Properties, coming together as Acton Gardens LLP.

Acton Gardens LLP is committed to supporting the vibrant and thriving local community already established in South Acton and have set aside a Community Chest to fund community activities throughout the lifetime of the regeneration, involving newer and longer-standing residents so both can find a shared sense of community. The Community Chest is overseen by a panel made up of residents and members of Acton Gardens LLP, who approve funding applications.

A range of projects have been funded, including opportunities to improve physical wellbeing, art exhibitions and free gardening kits.

At the heart of the community is Acton Gardens Community Centre, managed by London Development Trust (LDT). LDT regularly consult centre users and those who live nearby to understand the needs of the local community for community development.

The centre is used by local organisations to deliver Zumba classes, Tae Kwon Do, and arts and crafts activities, as well as hired by local residents to host birthday parties, communions, and other celebrations. Find out more on the [Acton Gardens website](#).



Photo: Hair braiding activity at the Acton Gardens Community Centre summer fiesta

Build London

Build London Partnership (BLP) is a unique collaboration between L&Q and the Greater London Authority (GLA), with a simple mission to partner with smaller housing associations to deliver genuinely affordable homes for hard-to-reach communities. Originally founded by the BME Nine initiative, BLP has evolved and grown from its initial focus on serving black and minority ethnic housing associations, to a broad range of smaller providers across London with 45 partners to date.

BLP aims to work with partners to achieve starts on 600 new homes for local people by March 2023. So far, it has achieved four completions, with 15 schemes approved and over 650 homes in the pipeline. BLP is a truly innovative solution to

London's housing crisis, developing small, disused, infill and challenging sites as well as building partners' capacity through workshops, presentations and meetings.

BLP provide expertise that spans the development process from land identification, through to planning, tendering, managing schemes on site, handover, sales and the defect liability period. Partners benefit through executive mentoring and support workshops, L&Q's development resource, procurement capacity and cost efficiency from using L&Q's channels and contacts, the smaller contractor's framework, and due diligence on schemes. Find out more about Build London Partnership on the [L&Q website](#).



Photo: 256 Church Road. The BLP partnered with North London Muslim Housing Association to guide the team through the development process, which enabled them to expand their portfolio and acquire a new tenure of 100% affordable homes (London Affordable Rent) for the first time.

L&Q Living

L&Q Living (LQL) is our dedicated care and support service that houses over 6,000 people across London and the South East. LQL directly supports people with mental health illnesses and learning disabilities, older and young people, and people affected by homelessness. It includes registered care homes, supported living services, and a recently launched Later Life Living offer that places a strong emphasis on reducing loneliness and isolation to improve the health and wellbeing of older residents.

As soon as the national lockdown was announced in March 2020, LQL immediately stepped up efforts to address the risks of people becoming increasingly lonely and isolated. Staff made welfare calls or visits to residents, volunteers were recruited to drop off food and check in on people who were self-isolating, and LQL Connect was launched.

LQL Connect is an online community designed to provide a space for residents to engage socially and take part in a range of interactive sessions, including exercise and fitness, quizzes, and art classes. Normally, these activities would run face to face as part of L&Q Inclusion, LQL's flagship initiative that aims to reduce social isolation and loneliness through activities, events and grants. The initiative includes annual talent shows, awards ceremonies and sports days.

Find out more about Find out more about L&Q Living on the [L&Q website](#).



Photo: L&Q Living resident at the L&Q Living Games 2021 at Mile End Park Leisure Centre and Stadium.

Our Priorities (continued)

3.3 How L&Q operates

At L&Q we take our regulatory, statutory and legislative responsibilities seriously. We are registered with the Regulator of Social Housing and we have the highest possible ratings for governance and viability, G1/V1. We are increasing our ability to anticipate issues before they occur so we can act by improving how we measure, monitor and report our performance through our three main reports – our Financial Statements, the Residents’ Annual Report, and our new Sustainability Report.

Driven by our values and social purpose, the 250,000 residents who make their homes with us are our priority. Accountability to residents was a key theme for the 2020 Social Housing White Paper, and we are committed to involving our residents in shaping and developing our services. At the very highest level, we have resident representation on our Group Board to ensure we take into account the views of our residents when making decisions, ensuring their voice is strong and heard. We have strengthened our governance arrangements throughout the last year, working with our residents to create our Resident Services Board (RSB). At the neighbourhood level, we have resident engagement through resident-led neighbourhood committees.

We are an ethical, inclusive, and values-based organisation with a long-term vision. Our co-production approach to working with residents helps us to deliver high quality homes, thriving neighbourhoods, and empathetic, locally-responsive services. We aim to reflect our residents in our diverse and inclusive workforce and ensure that our residents’ homes and services contribute to building communities that have equality at their heart.



Photo: L&Q Living residents celebrating International Day of Older Persons with a lively fashion show

Governance Theme	Focus Area	Material SDG Alignment	Long Term Goals
Representative Governance	Composition and diversity of board	 	Double the proportion of board members from Black and Minority Ethnic backgrounds to 30%, and the proportion of women to 50%, by 31 March 2024.
	Customer representation		Retain resident representation on Group Board and Resident Services Board.
Systems and Risk Management	Financial viability and governance		Maintain G1/V1 rating from the Regulator of Social Housing.
Employee Wellbeing	Pay gap reporting	  	Monitor and publicly report specified pay gap metrics annually.
	Diversity and inclusion	 	Maintain usage of the Rooney Plus Rule when recruiting for all senior leadership positions within LQHT from 1 April 2021.

Resident Services Board

In November 2020, we completed a comprehensive governance review to increase the impact of the tenant voice and ensure a greater level of resident involvement in our decision-making processes. This led to the creation of our Resident Services Board, which, as well as holding the Group Board to account, plays a key role in helping us to improve our services by offering a crucial perspective on the different and emerging needs of their neighbourhoods. Eight residents were selected through a competitive recruitment process that all L&Q residents were invited to.

The Board ensures that we have resident voices at the heart of our organisation, by:

- Contributing to decision-making on the issues that matter to residents;
- Helping to develop and improve customer service;
- Scrutinising decision-making and performance, to ensure views have been taken into consideration;
- Bringing attention to the impact our decisions and performance have on residents;

- Connecting with a wider network of residents through our Customer Panel, Neighbourhood Committees, Residents Associations, equalities groups and other informal channels; and,
- Leading on revitalising our approach to resident involvement, including the development of a range of inclusive and accessible opportunities for residents to have their voices heard.

Fayann Simpson OBE joined L&Q's Group Board in 2018 and is also Chair of our Resident Services Board. Fayann, who has been an active resident for more than 20 years was also appointed as Senior Independent Director in August 2021. Another senior appointment has seen Resident Services Board member, Kristian Melgaard, join L&Q's Development Committee, the group responsible for overseeing L&Q's strategic objectives as a developing housing association.

Find out more about Resident Services Board on the [L&Q website](#).



Photo: Fayann Simpson, L&Q's Senior Independent Director and Resident Services Board member.

L&Q publishes first diversity report

L&Q aims to attract, recruit, and develop a diverse group of employees who share our values, as well as having the required experience, skills, and knowledge. We pride ourselves on nurturing internal talent through our talent management programmes, such as 'Aspiring Managers' and 'Emerging Leaders', as well as through a variety of developmental opportunities. This ensures that colleagues remain engaged, motivated, and committed to providing excellent services for our customers. L&Q is also recognised as a 'Great place to work' and holds an Investors in People Gold status.

We use the Great Places to Work index to measure colleague engagement and satisfaction. The diversity section of the index asks colleagues about their perceptions of fairness based on protected characteristics: gender, ethnicity, sexual orientation, disability, faith and age, along with level of seniority within the organisation. This section received positive responses of 84% and has been the highest scoring area of the index for the last three years.

We recently published our first diversity report, strengthening our transparency and accountability in the areas of diversity and inclusion. The new annual report is a snapshot of the organisation and documents the progress made against our targets, as well as future initiatives planned to continue improving colleague representation across the six protected characteristics.

During the reporting period, we have made great progress in improving the gender balance at the top of the organisation. We have an aspirational target of achieving a balanced representation for women and men at leadership level and are meeting the milestones to achieve this year on year – with representation moving from 27% in 2018 to 44% in 2021.

We have worked hard to ensure we have a high quality diverse Group Board with a good mix of representation across all demographics. This includes a 50/50 gender split, along with disability, LGBT+ and a mix of ethnic diversity representation.

Recognising the challenges that Black colleagues face accessing senior roles, we have set targets for the ethnicity make up of our talent development programmes. Black colleagues make up 25% of the current Aspiring Managers cohort and 26% of the Emerging Leaders cohorts.

The diversity section of our annual staff engagement survey has returned the highest scores across the survey for the last three years.

Find out more about L&Q's first diversity report on the [L&Q website](#).



Photo: L&Q colleagues join HouseProud members at Pride London 2018. HouseProud is the professional network for LGBT+ people working in the housing sector.

Working with suppliers to launch grassroots projects

Two community projects in Walthamstow were given a boost with funding from L&Q and building suppliers Travis Perkins Managed Services (TPMS), who have launched a Community Legacy Fund totalling £81,000. The fund is open to any community projects that support employment and economic opportunities, or promotes environmental sustainability, community involvement or social progress and equality in areas in which L&Q operate.

Sam McCabe, a local parent and Child and Family Practitioner, applied for a grant from the Community Legacy Fund to provide books for children at Mission Grove Primary School in Walthamstow. Sam said:

“The funding is going to help so many children from different backgrounds to have access to fantastic quality books. These books are going to encourage children to read for pleasure, support their learning and reflect the diverse community we live in.”

Another organisation from Waltham Forest, BOOST:ED, is using the funding for a three-month programme called Creative Showcase that develops practical enterprise, employability and resilience-building skills for local 16-24 year old creatives. The programme will culminate in a major exhibition event at CRATE St. James Street, giving participants a launch pad to display their work and partners a platform for positive community engagement.

“
The funding is going to help so many children from different backgrounds to have access to fantastic quality books. These books are going to encourage children to read for pleasure, support their learning and reflect the diverse community we live in
”



Photo: Young resident at Beam Park community event



4

**What we will
do in 2021/22**

What we will do in 2021/22

Over the next year, we will begin to consolidate our data collection, so it aligns with our sustainability priorities set out in this report. Sustainability is at the heart of what we do, and we will demonstrate this when we report our first year of performance against these priorities in 2022.

We will follow best practice within the sector, aligning to principles set out in the Sustainability Reporting Standard for Social Housing, published by The Good Economy. We will seek verification of our performance reporting by an external auditor or an appropriate, qualified and independent verification agent(s) or an independent rating agency and assurance will be made available as part of our next Sustainability Report.

Next year's sustainability report will report against key performance indicators set out in our recently published **Sustainability Finance Framework**. It paves the way for us to use a range of loans and bonds to boost environmental and social outcomes. The new framework will enable us to issue both 'use of proceeds' green, social and sustainable instruments where the proceeds are earmarked to finance ESG projects defined under eligible categories, and 'sustainability-linked' funding instruments whereby we will be incentivised to improve our sustainability profile.



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L&Q

For more information

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