

Sustainability Performance Tables 2024/25

L&Q

SRS Performance Table

Performance against the Sustainability Reporting Standard for Social Housing (SRS) for 2025/2025

Here, we report performance against all SRS criteria. You can find out more about what we're doing in our Sustainability Report, although some performance figures are only reported here.

[Click here](#) To view the 2025 Sustainability Report.

Theme and criteria number	Criteria	Response summary (can be found on the following pages of the Sustainability report)
T1 Climate Change		
C1	Distribution of EPC ratings of existing homes (those completed before the last financial year).	Page 13
C2	Distribution of EPC ratings of new homes (those completed in the last financial year).	Page 13
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?	Page 14-15
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?	Page 16-18
C5	Scope 1, Scope 2 and Scope 3 Green House Gas emissions Scope 1, Scope 2 and Scope 3 Green House Gas emissions per home If unable to report emissions data, please state when the housing provider is expected to be able to do so.	Page 20-22
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?	Page 23

Theme and criteria number	Criteria	Response summary (can be found on the following pages of the Sustainability report)
T2 Ecology		
C7	<p>Does the housing provider have a strategy to enhance green space and promote biodiversity on or near homes?</p> <p>If yes, please describe with reference to targets in this area.</p> <p>If no, are you planning on producing one in the next 12 months?</p>	Page 24-25
C8	<p>Does the housing provider have a strategy to identify, manage and reduce pollutants that could cause material harm?</p> <p>If so, how does the housing provider target and measure performance?</p>	Page 24
T3 Resource Management		
C9	<p>Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building and repairs works?</p> <p>If so, how does the housing provider target and measure performance?</p>	Page 26 and 28
C10	<p>Does the housing provider have a strategy for waste management incorporating building materials?</p> <p>If so, how does the housing provider target and measure performance?</p>	Page 27
C11	<p>Does the housing provider have a strategy for water management?</p> <p>If so, how does the housing provider target and measure performance?</p>	Page 26 and 28
T4 Affordability and Security		
C12	<p>For properties that are subject to the rent regulation regime, report against one or more Affordability Metric:</p> <p>1) Rent compared to median private rental sector (PRS) rent across the relevant Local Authority</p> <p>2) Rent compared to the relevant Local Housing Allowance (LHA)</p>	Page 31

Theme and criteria number	Criteria	Response summary (can be found on the following pages of the Sustainability report)
C13	Share, and number, of existing homes (owned and/or 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	Page 31
C14	Share, and number, of new homes (owned and/or 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	Page 31
C15	How is the housing provider trying to reduce the effect of high energy costs on its residents?	Page 32
C16	How does the housing provider provide security of tenure for residents?	Page 32
T5 Building safety and quality		
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.	Page 33

Theme and criteria number	Criteria	Response summary (can be found on the following pages of the Sustainability report)
C18	<p>What % of homes meet the national housing quality standard?</p> <p>Of those which fail, what is the housing provider doing to address these failings?</p>	Page 33
C19	How do you manage and mitigate the risk of damp and mould for your residents?	Page 34
T6 Resident voice		
C20	<p>What are the results of the housing provider's most recent tenant satisfaction survey?</p> <p>How has the housing provider acted on these results?</p>	Page 35
C21	What arrangements are in place to enable residents to hold management to account for the provision of services?	Page 36-40
C22	<p>In the last 12 months, in how many complaints has the national Ombudsman determined that maladministration took place?</p> <p>How have these complaints (or others) resulted in change of practice within the housing provider?</p>	Page 41
T7 Resident support		
C23	<p>What are the key support services that the housing provider offers to its residents?</p> <p>How successful are these services in improving outcomes?</p>	Page 42 -43

Theme and criteria number	Criteria	Response summary (can be found on the following pages of the Sustainability report)
T8 Placemaking		
C24	<p>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.</p> <p>Provide examples or case studies of where the housing provider has been engaged in placemaking or placeshaping activities.</p>	Page 44-45
T9 Structure and Governance		
C25	Is the housing provider registered with the national regulator of social housing?	Page 48
C26	What is the housing provider's most recent regulatory grading/status?	Page 48
C27	Which Code of Governance does the housing provider follow, if any?	Page 48
C28	<p>Is the housing provider a Not-For-Profit?</p> <p>If not, who is the largest shareholder, what is their % of economic ownership and what % of voting rights do they control?</p>	Page 48
C29	<p>Explain how the housing provider's board manages ESG risks.</p> <p>Are ESG risks incorporated into the housing provider's risk register?</p>	Page 49
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?	Page 49

Theme and criteria number	Criteria	Response summary (can be found on the following pages of the Sustainability report)
T10 Board and Trustees		
C31	<p>How does the housing provider ensure it gets input from a diverse range of people, into the governance processes?</p> <p>Does the housing provider consider resident voice at the board and senior management level?</p> <p>Does the housing provider have policies that incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of board members and senior management?</p>	Page 50
C32	<p>What % of the housing provider's Board have turned over in the last two years?</p> <p>What % of the housing provider's Senior Management Team have turned over in the last two years?</p>	Page 51
C33	Number of board members on the housing provider's Audit Committee with recent and relevant financial experience.	Page 51
C34	What % of the housing provider's board are non-executive directors?	Page 51
C35	Has a succession plan been provided to the housing provider's board in the last 12 months?	Page 51
C36	For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?	Page 51
C37	When was the last independently-run, board-effectiveness review?	Page 51
C38	How does the housing provider handle conflicts of interest at the board?	Page 51
T11 Staff Wellbeing		
C39	Does the housing provider pay the Real Living Wage?	Page 50
C40	What is the housing provider's median gender pay gap?	Page 50
C41	What is the housing provider's CEO:median-worker pay ratio?	Page 50
C42	How is the housing provider ensuring equality, diversity and inclusion (EDI) is promoted across its staff?	Page 50
C43	How does the housing provider support the physical and mental health of its staff?	Page 52

Theme and criteria number	Criteria	Response summary (can be found on the following pages of the Sustainability report)
C44	How does the housing provider support the professional development of its staff?	Page 53
T12 Supply Chain		
C45	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?	Page 54
C46	How is social value creation considered when procuring goods and services? What measures are in place to monitor the delivery of this Social Value?	Page 54-55

L&Q Priorities Performance Table

Progress against L&Q’s Sustainability Priorities 2024/25

Here, we report performance against our environmental, social and governance initiatives that enable us to deliver against our sustainability priorities. You can find out more about what we're doing against each theme and activity in our Sustainability Report, although some performance figures are only reported here.

[Click here](#) To view the 2025 Sustainability Report.

Theme - L&Q Future Shape	Activity	KPI / measurement metric	2023/24	2024/25	Annual breakdown of Sustainability Performance Target (SPT)	Sustainability targets
Environmental						
Climate change mitigation	Energy and carbon emissions	Carbon emissions (tCO ₂ e) Carbon emissions intensity (tCO ₂ e per unit)	33,180.95 tCO ₂ e +1.09%	31,529.53 tCO ₂ e -3.94%	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.
	Renewable energy procurement	Proportion of purchased electricity from renewable sources (%)	0% due to prohibitive cost of REGOs during the period	6.85% procured	1. 100% by 31 March 2022	100% of purchased electricity consumption generated from renewable sources by 31 March 2022.
	Energy efficiency of existing homes	Existence of long-term decarbonisation strategy for existing residential portfolio (Yes/No) Number of homes below EPC C	Yes 20,058 homes below EPC C as at 31 March 2024	Yes 19,323 below EPC C as of 31 March 2025	1. Develop long-term decarbonisation strategy by 31 March 2022 2. Commence implementation of strategy in 2022/23 3. Improve 3,349 homes across the L&Q portfolio to EPC C between 2023/25	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, with 3265 + (389 THT) homes improved to EPC C by 31 March 2024.
	SAP	Average energy rating for properties where L&Q has operational control, measured by the average of standard assessment procedures (SAP) ratings provided on EPCs	Achieved average calculated SAP score of 72.37 by 31 March 2024	Achieved average calculated SAP score of 73.21 by 31 March 2025	Average SAP score of 72 or above by 31 March 2024 Average SAP score of 72.8 by 31 March 2026	Achieve average SAP score of 72.8 by 31 March 2026.
	Energy efficiency of new homes	Distribution of EPC ratings for new homes (% of EPC B or above)	97%	100%	1. Achieve 99% EPC B rating or above by 31 March 2022, and commence development of strategy to achieve near net zero for new build 2. Achieve 100% EPC B rating or above 31 March 2023, and set enhanced energy performance targets for new builds 3. Develop design standard expected to meet the Future Homes Standard (pending on FHS details being finalised by Government) by 31 March 2024	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, and improve energy efficiency by implementing an L&Q fabric efficiency standard.

Theme - L&Q Future Shape	Activity	KPI / measurement metric	2023/24	2024/25	Annual breakdown of Sustainability Performance Target (SPT)	Sustainability targets
Climate change mitigation (continued)	Energy efficiency of communal heating systems	Number of heat networks or communal heating systems for which energy efficiency improvements projects completed	6 Improvement projects completed Revision: 4 optimisation studies and 2 efficiency projects completed	Some projects carried over from 23/24. 2 optimisation studies completed, 1 application being submitted for funding for 3 further studies, and 6 efficiency projects being largely completed, with one formally handed over and the rest are either closing out snags or waiting on access for a few remaining properties	1. 110 Optimisation studies by 31 March 2022 2.4 improvement projects and 12 optimisation studies delivered by 31 March 2023 3.6 improvement projects and 18 optimisation studies delivered by 31 March 2024	Increase operational plant efficiency, and reduce carbon emissions intensity, on 6 schemes by 31 March 2024, and deliver optimisation studies to 18 schemes by 31 March 2024.
	Energy and climate change education	Number of students educated on energy and climate change via L&Q school partnerships programme (No.)	69	Project not continued	1. 220 students engaged by 31 March 2022 2.1,000 students engaged by 31 March 2023 3. 2,000 students engaged by 31 March 2024	2,000 students engaged on energy and climate change by 31 March 2024.
Climate change adaptation	Climate resilience	Task Force on Climate-Related Financial Disclosure (TCFD) reporting (Yes/No)	Climate Risk Review completed TCFD to be published autumn 2023	Update provided in appendix to Sustainability Report 2025	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.
Sustainable use of water	Construction water usage	Percentage of in-house construction sites registered and providing data on water usage	100%	100%	1. Ensure that water data is being captured for all new in house construction sites by 31 March 2022 2. Commence reporting of water usage figures by 31 March 2023 3. Set target for FY24/25	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. Ensure data is collated for setting target in 2024/25.

Theme - L&Q Future Shape	Activity	KPI / measurement metric	2023/24	2024/25	Annual breakdown of Sustainability Performance Target (SPT)	Sustainability targets
Transition to a circular economy	Construction waste	Percentage of in house construction sites registered and providing data on waste generation	100%	100%	1. Ensure that waste data is being captured for all new in house construction sites by 31 March 2022 2. Commence reporting of waste data by 31 March 2023 3. Set target for FY24/25	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. Ensure data is collated for setting target in 2024/25. 26/27 target could include the capture of waste, water and energy data for all joint venture construction sites as well as in-house construction sites.
	Construction method impacts	Existence of strategy for implementing circular economy principles in new build development cycle (Yes/No)	Yes	Yes	Finalise Development & Sales Strategy including Circular Economy by 31 March 2023	Develop a strategy for implementing circular economy principles in the development cycle for new in house build projects by 31 March 2023.
Protection and restoration of biodiversity and ecosystems	Environmental placemaking	Percentage of new L&Q developments that consider environmental placemaking guidelines (%)	100%	100%	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.
Social						
Affordable housing	Provision of affordable housing	Number of new “affordable homes” (as defined by Housing & Regeneration Act) built (No.)	2,955 homes built, of which 2,017 homes were affordable (68%)	2316 homes built, of 1875 (81%) were affordable	20/21: 2699 handovers of which 58% (1556) affordable 21/22: 4345 handovers, 65% (2057) affordable 22/23: 1000 affordable handovers 23/24: 8000 handovers inclusive of years from 20/21, of which 4000 are affordable 25/26: 3,898 handovers, of which 50% are affordable	8,000 new homes built and handed over for years 20/21 to 23/24 inclusive, of which 4000 are affordable. Cumulative 3,898 new homes built, of which 50% are affordable housing by 2026.
Financial Inclusion Services	Financial Inclusion	Funding invested in financial support services for residents (£)	£1,000k	£907k	£400k invested in financial support services by 31 March 2025. £800k cumulative invested in financial support services by 31 March 2026	Cumulative £800k investment in financial support services by 31 March 2026.
Building Safety	Fire Safety	Percentage of buildings that have had inspection of external wall systems to identify unsafe cladding (%)	66.44% of buildings with an external wall system inspected	100% high rise buildings inspected	1. 100% of high rise buildings inspected by 31 March 2022 2. 100% of buildings with an external wall system will be inspected by 31 March 2026. Targets for the inspection of external wall systems on buildings. There is a total of 1,939 buildings currently requiring the inspections 1. 388 in 21/22 (20%) 2. 776 by the end of 22/23 (40%) 3. 1164 by the end of 23/24 (60%) 4. 1552 by the end of 24/25 (80%) 5. 1939 by the end of 25/26 (100%)	1. 100% of high rise buildings to have external wall systems inspected by 31 March 2022 2. 100% EWS on buildings inspected by 31 March 2026.

Theme - L&Q Future Shape	Activity	KPI / measurement metric	2023/24	2024/25	Annual breakdown of Sustainability Performance Target (SPT)	Sustainability targets
Resident support	Employment generation	Number of people gaining employment, or more sustainable employment, through interventions including apprenticeships and graduates (No.)	226**	108	1. 330 people supported by 31 March 2022 2. 860 people supported by 31 March 2023 3. 1,435 people supported by 31 March 2024	1,435 people supported in to work by 31 March 2024.
	Tenancy sustainment	Number of residents supported (No.)	L&Q Foundation: 421 tenancies sustained**	L&Q Foundation: 426 tenancies sustained	1. 770 residents supported by 31 March 2022 2. 1,540 residents supported by 31 March 2023 3. 2,310 residents supported by 31 March 2024	2,310 residents supported in stabilising their tenancies by 31 March 2024.
	Financial inclusion	Number of residents accessing financial support services (No.)	L&Q Foundation: 1,989 residents supported** (Pound advice)	L&Q Foundation: 2930 residents supported (Pound advice)	1. 2,750 residents supported by 31 March 2022 2. 5,650 residents supported by 31 March 2023 3. 8,750 residents supported by 31 March 2024	8,750 residents accessed financial support services by 31 March 2024.
	Social inclusion of vulnerable groups	Number of vulnerable residents participating in inclusion events or activities (No.)	5,214 engagements	5,633 engagements	1. 3,000 engagements by 31 March 2022 2. 6,000 engagements by 31 March 2023 3. 9,000 engagements by 31 March 2024	9,000 engagements of vulnerable residents in inclusion events or activities by 31 March 2024.
Governance						
Representative Governance	Composition and diversity of board	Percentage of BAME board members (%); percentage of women board members (%)	33% BAME and 55% women on board	22% BAME and 55% women on board	No annual breakdown - increase BAME proportion on our board to 30% and the proportion of women to 50% by 31 March 2024	Double the BAME proportion on our board to 30%, and the proportion of women to 50%, by 31 March 2024.
		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)	Report to be published following review by Executive Group and Group Board	Report to be published following review by Executive Group and Group Board	Applicable to all years from 1 April 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.
	Customer representation	Governance structure that includes resident representation on Group Board and its advisory committees (Yes/No)	Yes, representation on Group Board and Resident Services' Board in place	Yes, representation on Group Board and Resident Services' Board in place	Applicable to all years from 1 April 2021	Retain resident representation on the Group Board and Resident Services Board.
Systems and Risk Management	Financial viability and governance	Governance and Viability Ratings (G and V)	G1/V2	G1/V2	Applicable to all years from 1 April 2021	Maintain G1/V1 rating from the Regulator of Social Housing.
Employee Wellbeing	Living wage employer	Percentage of directly-employed L&Q staff (excluding apprentices) paid real Living Wage rate (%)	100%	100%	Applicable to all years from 1 April 2021	100% of employees paid real Living Wage rate from 1 April 2021.
	Pay gap reporting	Monitoring and reporting of gender, ethnicity and disability pay gap (Yes/No)	Report to be published following review by Executive Group, Development Committee and Group Board	Report to be published following review by Executive Group, Development Committee and Group Board	Applicable to all years from 1 April 2021	Monitor and publicly report specified pay gap metrics annually from 1 April 2021.

Theme - L&Q Future Shape	Activity	KPI / measurement metric	2023/24	2024/25	Annual breakdown of Sustainability Performance Target (SPT)	Sustainability targets
	Diversity & inclusion	Use of Rooney Plus Rule (Yes/No)	Yes	Yes	Applicable to all years from 1 April 2022	Maintain usage of the Rooney Plus Rule when recruiting for all senior leadership positions within LQHT from 1 April 2021.
Employee Wellbeing (continued)	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 (%)	97%	99.6%	1. 97% by 31 March 2022 2. 99% by 31 March 2023 3. 99% by 31 March 2023	99% from 1 April 2022.
		Percentage of employees that complete a performance review on a bi-annual basis (%)	2024 Annual: 99.8% 2024 Mid-year: Upcoming	2025 99.8% Mid-year PMR 2025 Annual: 99.9%	1. 95% by 31 March 2022 2. 98% by 31 March 2023 3. 98% by 31 March 2024	98% from 1 April 2022.
Supply Chain	Sustainable procurement	Number of eligible procurement contracts having a social value plan (No.)	14 social value plans developed in 2023/24	15 social value plans	Applicable to all years from April 2021 1. At least 5 contracts each year to 31 March 2023 2. At least 12 contracts each year to 31 March 2024	Develop social value plans for at least 5 contracts each year from 1 April 2021, with target strengthening each year.
		Percentage of construction contracts with sustainability-related pre-qualification criteria (%)	New Build ‘Works’ contracts – 100% Maintenance ‘Works’ - 100%	New Build ‘Works’ contracts – 100% Maintenance ‘Works’ - 100%	1. At least 50% of PCR contracts in the year to 31 March 2022 2. All PCR contracts in the year to 31 March 2023 3. All PCR contracts in the year to 31 March 2024	Percentage of construction contracts with sustainability-related pre-qualification criteria (%). From 1 April 2022, all new construction contracts with value in excess of PCR threshold will be subject to prequalification according to CAS (Common Assessment Standard). For the contracts over the PA23 Threshold, we have 100% Compliance with Construction Gold.
Reporting	Sustainability reporting	Annual sustainability report (Yes/No)	Report to be published following review by Executive Group, Development Committee and Group Board	Report to be published following review by Executive Group, Development Committee and Group Board.	Applicable to all years from 1 April 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.

** Denotes deduplicated figures against previous cumulative three-year targets for 2021-2024.



For more information

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