



ESG Report
2022-23

Making an impact:
Our environmental,
social & governance
report



2022-2023 ESG story in numbers

Social



1,390 new homes completed



88% of the homes we completed were affordable tenures



Secured £5.8m in unclaimed benefits/income for our customers



Supported 32 partners and community projects

Environmental



Secured a £50m Green Loan; a social housing sector first



Secured a £4.6m grant to support the retrofitting of energy efficiency improvements in over 400 existing homes



140 retrofit assessments completed and remaining 70 EPC F / G rated homes surveyed



Recruited 4 people to our sustainability team to support the delivery of our sustainability strategy

Governance



Rated G1 for governance and V1 for financial viability by the regulator of social housing



Reduced our gender pay gap to 0%



Further closed our ethnicity pay gap to 4.3%



Increased female representation in trades roles by 120%



Introduction

Tom Robinson

Executive Director for Assets and Sustainability



VIVID is a leading housing association in the south, providing 35,000 affordable homes and a range of services and support to help our customers. We're one of the country's biggest developers of affordable homes. We're also a long-term business, building homes for this and future generations. During that time a lot can change, so our organisation needs to adapt as the world changes.

Our 12 ESG objectives underpin this long-term outlook. They make sure we're building and adapting homes fit for the future, reducing our impact on the environment, and increasing the diversity and inclusiveness of our organisation.

Since we set these objectives, life has become more difficult for many of our customers and for the social housing sector. Increasing costs, more regulation, skills shortage and the country's planning process are all posing threats to our ambitions. But VIVID is a robust business that can address short-term challenges without diverting from our long-term goals. We remain highly committed to making a meaningful contribution to solving the housing crisis. This means developing more new homes, investing in our existing homes to make them more energy efficient as well making our communities attractive with green spaces where people want to live. We'll achieve this whilst being the well-run, transparent organisation that customers and other stakeholders expect.

To meet our long-term goals, it's going to take significant effort, commitment, and investment. We're honest about this but with the strength of our leadership and governance, we're confident that we're well placed to make good progress in the coming years. For now, our work over the last financial year demonstrates that our customers and society, the environment and how we're run as an organisation are firmly at the forefront of our thinking.

Structure of our report

Our ESG report is structured around 12 objectives.

We have adopted the Sustainability Reporting Standard (SRS) for Social Housing which helps us tell our story in a transparent, consistent, and comparable way to the rest of our sector. In addition, our work contributes to 9 of the UN's Sustainable Development Goals (SDGs). A full suite of SRS reporting is found at the end of this report starting on [page 31](#).

Criteria	Objectives	SRS theme	UN SDG	Page
Social ▶	1: Offer rented homes people can really afford	Affordability and security	1, 10, 11	7
	2: Target development activity in areas where the market isn’t providing homes people need			9
	3: Reduce levels of rough sleeping in our communities			12
	4. Help customers thrive in their homes and communities	Resident support/placeshaping	3, 4, 10, 11	13
Environmental ▶	1: Make our homes more energy efficient	Climate change/resource management	7, 11, 12, 13	17
	2: Become a zero carbon business			19
	3: Be a sustainable business partner			20
	4: Share our work and learn from others			21
Governance ▶	1: Be completely transparent and open about how we work	Structure and governance	8	24
	2: Involve our customers so that we can deliver great homes and services for them	Customer voice	11	25
	3: Foster a company culture that is inclusive and supportive for all	Staff wellbeing	8	27
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Sustainability Reporting Standard (SRS) ▶	Sustainability Reporting Standard: Social			32
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Social

More homes, bright futures – becoming ever more important

Our vision of more homes, bright futures has never been more critical than now. At a time when the UK housing crisis continues to become ever more acute and the cost of living continues to hit those on lower incomes the hardest, we've remained focused on this vision.

We've set some strong ambitions to deliver new affordable housing at scale over the coming years and we reported last year that we had already **completed over 3,780 new homes since 2019**. This year has seen us continue to make good progress having completed a further **1,390 new homes this year**, which makes us the sixth largest developing housing association. This has brought our overall delivery of new homes since 2019 to **5,173**.

From more homes to bright futures, our work has seen us provide support to customers with everything from **benefits to training and digital inclusion**. For our communities, we've helped support a diverse range of projects and initiatives from those focused on neighbourhood safety to those aimed at improving employability and skills. We've supported **32 partners and projects**, including providing **financial help to 13 food banks**.





Objective 1: Offer rented homes people can really afford

With private rents having risen sharply in recent times, we know that providing homes that people can readily afford has become critical.

It's for this reason that we set out an aspiration last year for 25% of the homes we deliver to be available at social rent levels. In fact, we measure the amount of household income spent on rent and use 35% to define what we consider is affordable. In terms of our average rent levels, these are currently 63% of market rent for a like-for-like home.

We're pleased with having been able to complete additional social rent homes this year. This means that from all of the homes we own and manage, **over 20,900 of them are let at social rent levels.**

Over the last 12 months, we've completed a further:

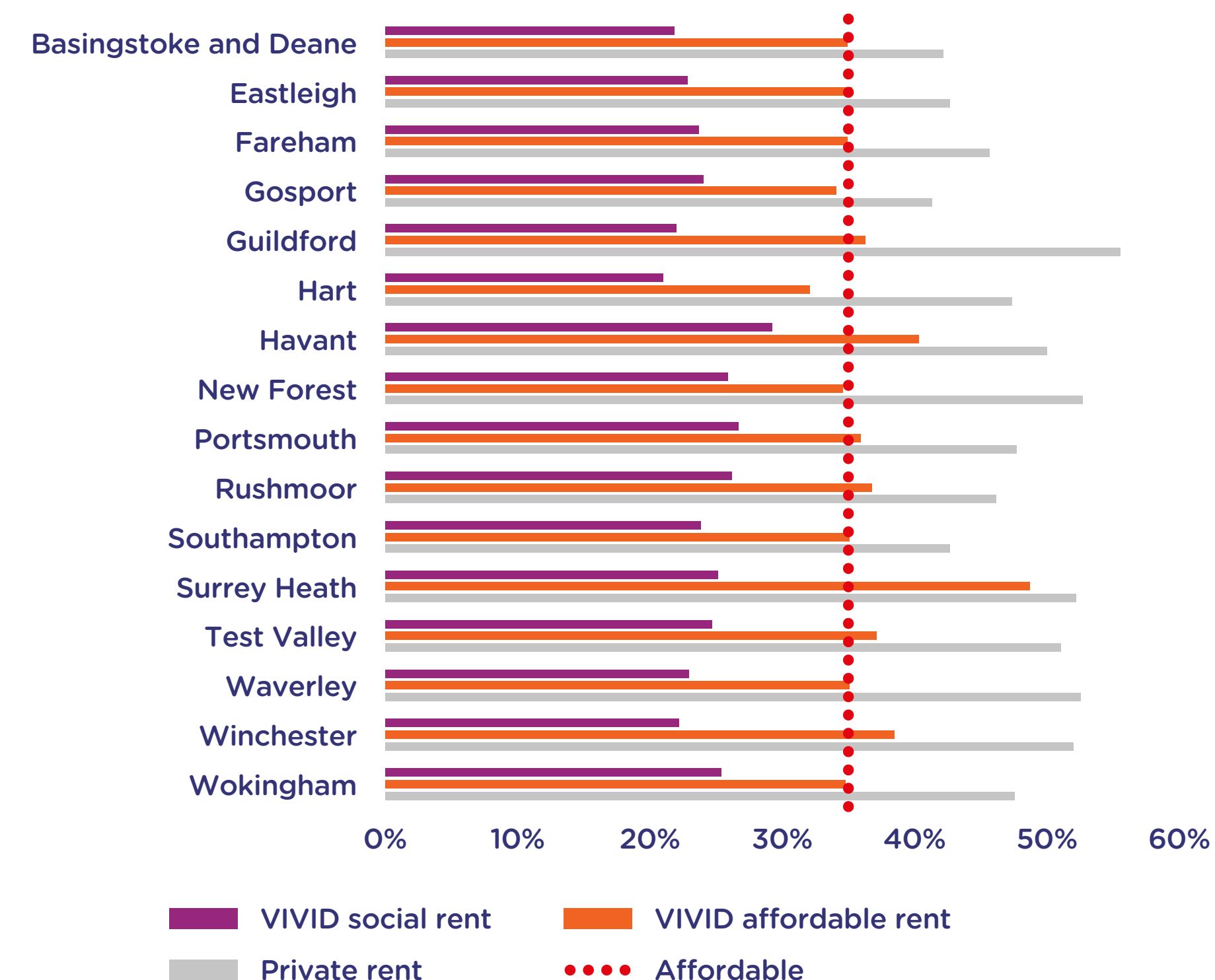


455 homes for affordable rent



267 homes for social rent

% Income spent on rent



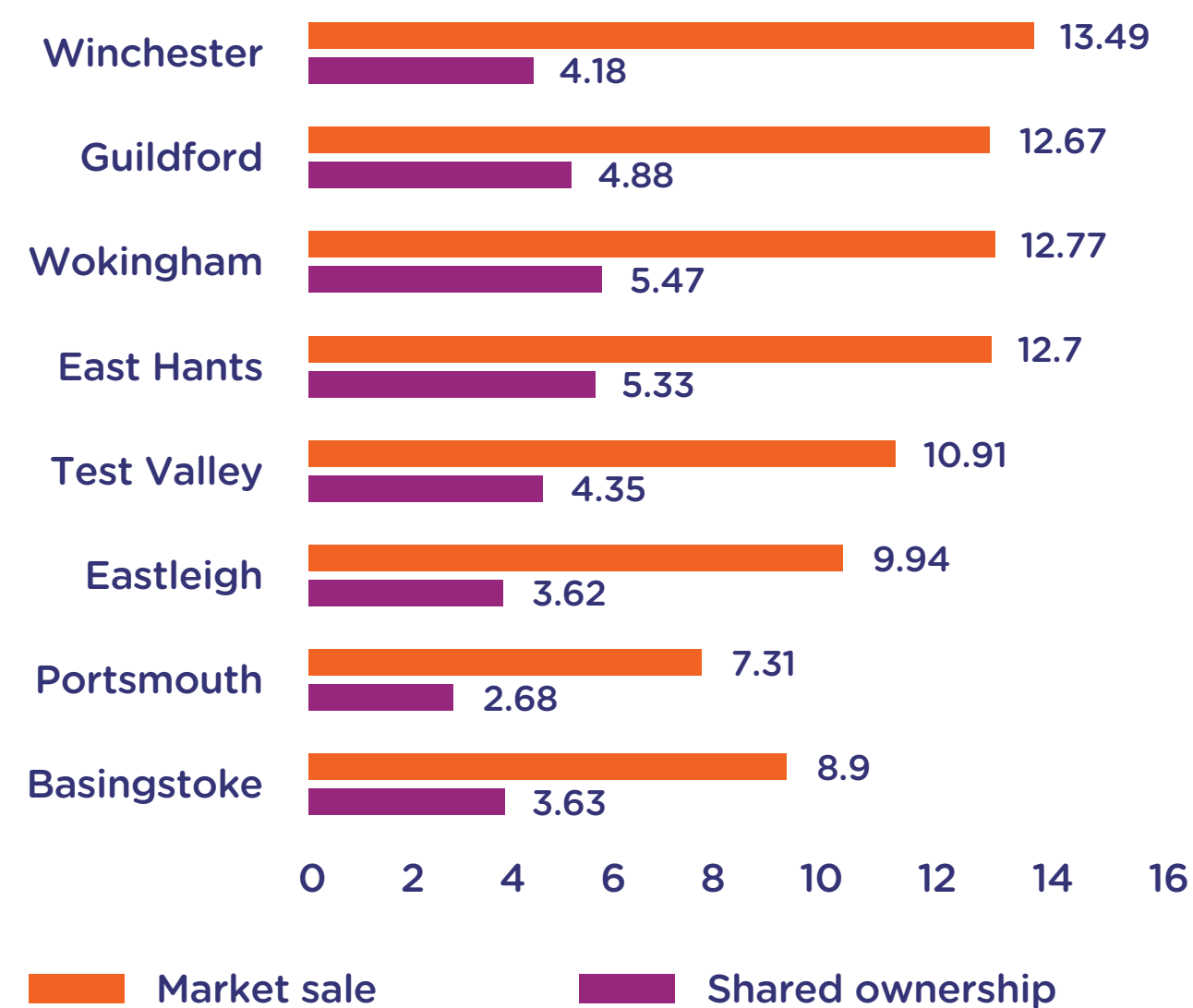
Affordable home ownership

We know that parts of our operating area have some of the highest house prices in the UK, so we've continued to do all we can to make home ownership a real possibility for many. Over the last 12 months, our teams have worked hard to deliver more new shared ownership homes.

A recent parliamentary committee inquiry questioned the role that shared ownership may play in the social housing sector in future – we were clear to highlight that it remains an important and valuable tenure and will continue to form part of our development activity.

Over the last year, we've sold **469 shared ownership homes** and interest continues to be strong. In fact, we recorded the highest levels of interest we've ever had in shared ownership in the first quarter of this year.

Wages to home purchase ratio



Our shared ownership homes were purchased with an average share of 38% in 2022/23





Objective 2: Targeting development activity in areas of need

It's clear that in the UK, we're still not delivering nearly enough affordable housing to meet the needs of our population. In fact, it's estimated that around 145,000 affordable homes need to be delivered every year for at least the next ten years if we're going to address the current deficit.

Our commitment to playing our part in tackling this challenge has remained as strong as ever. Over the last year, we've focused our development efforts in areas of real need.

In terms of our performance against our objective:

- We secured planning permission for over **800 new homes at our Victory Quay** site in Portsmouth in March. Our work will transform the Tipner East site, which is at the gateway to the city and once completed, our scheme will make a positive contribution to addressing local housing need. As part of the site's regeneration, **6 new community spaces** will be created and the current missing link in the city's round the island walking and cycling paths will also be provided. The comprehensive nature of our redevelopment of the site will mean that we'll be delivering improvements to the sea wall, which will protect an area far larger than Victory Quay itself while our remediation efforts will enhance water quality in the Solent.
- We achieved a significant development milestone in the last 12 months having submitted a comprehensive planning application for the redevelopment of existing properties in and around the Winklebury centre in Basingstoke. Aside from much needed affordable homes, our proposals also feature a new nursery and community space together with a medical centre for the wider area.

- Together with our partner, Vistry Southern and with Homes England funding, we've successfully completed the redevelopment of the former Colt International site in **Havant with 94 new affordable homes, 71 of which will be let on a social rent basis.**
- We secured consent for the redevelopment of a prominent site in **Shoreham with 179 new homes, all of which will be affordable.**



Through our work this year, we’ve been able to provide over **2,800 people in our area with a new home**, and in turn, hopefully, providing them with a better and brighter future.

Our Land & New Business team have also secured **42 new sites in the last 12 months**, which provides us with a strong future development pipeline. For the forthcoming year, we’ve set ourselves a target of completing **1,600 new homes**.



Number of new homes delivered in 2022/23 by local authority area	
Adur & Worthing	2
Basingstoke	130
Bracknell Forest	10
Chichester	155
East Hampshire	45
Eastleigh	211
Fareham	30
Guildford	39
Havant	189
Horsham	24
Portsmouth	58
Rushmoor	64
Southampton	6
Surrey Heath	27
Test Valley	80
Waverley	42
Wiltshire	10
Wiltshire Unitary	6
Winchester	176
Wokingham	74
Total	1,390



Bishop's Meadow

Bishop's Waltham



Our Bishop's Meadow development on the edge of Bishop's Waltham in the centre of Hampshire, is the largest development undertaken by our development company Bargate Homes. It provides 110 new homes including 50 affordable homes for rent and shared ownership.

This was a challenging site requiring a lot of landscaping to create a large green space in the middle of the development, featuring a play area, pond and community vegetable garden.

We've created a new village community set in a stunning meadow, with each home having signature details that reflect the historic location, a development we are really proud of. Developments like these helped Bargate Homes scoop two prestigious Premier Guarantee awards – including Developer of the Year 2023.

Old Mansion

Stoneham

This is an attractive development surrounded by mature woodland near to our North Stoneham Park development in Eastleigh.

The scheme of 55 new homes will provide a mix of tenures - affordable rented, social rented and shared ownership homes using Homes England SP1 funding plus market homes. These are being constructed by Highwood Group. Set amongst the beautiful grounds this will be a stunning community to be part of.





Objective 3: Reduce levels of rough sleeping in our communities

Last year, we successfully secured £1.7m of funding from the Government's Rough Sleeping Accommodation Programme to support housing some of the homeless from our operating area.

We've continued to build our relationship with local charity, Two Saints, to help fulfill our objective of reducing rough sleeping levels. From the 20 properties that we secured during 2021 – 2022, our work in this area over the last 12 months has seen us **house 96 people** threatened with and / or who were homeless.



Case study: Two Saints

Carl* became homeless in 2012 and spent several years rough sleeping and sofa surfing. During Covid, he was offered accommodation under the Government's Everybody In scheme, after which he was referred to Gosport Housing First, moving into his new VIVID property in early 2021. The benefits of having his own home, and the support of multi-agency working, has been essential for Carl in recent months. Sadly, he received a diagnosis of cancer earlier this year. He has undergone treatment, including a recent operation. He is now focused on recovery and feeling hopeful about the future. Throughout this difficult time, he has had ongoing support from Two Saints to attend appointments, manage his tenancy and the 'day-to-day'. He also has the safety and dignity of having his own home to rest and recuperate through our support and the Housing First project. Had he received this diagnosis before having a home, the experience could have been very different for Carl.

*name changed for privacy purposes

"We're proud of our ongoing partnership with VIVID and excited to see what the future holds as we continue to work together to make a difference in our communities. Our successful collaboration brings benefits to both organisations and greatly supports our shared mission to offer clients secure accommodation with the specialist support they need to help them get back on their feet and take the next steps in their journey.

I'm delighted that our relationship recently enabled us to access grant allocation, awarded by Homes England, to provide 24 new bedspaces in five properties on the Isle of Wight for people who are experiencing homelessness. Together, we make a difference to people's lives."

Richard Gammage
Chief Executive of Two Saints





Objective 4: Help customers thrive in their homes and communities

Our charitable arm, VIVID Plus, has now celebrated its second anniversary and its impact in helping our customers and communities thrive, is clear to see.

From our £2m investment last year, we've continued our commitment to supporting our customers and communities with a **further £250,000 investment this year**, which is set against the backdrop of increased operational costs and pressured margins. **VIVID Plus'** work has supported over 2,000 customers, helping them to continue to stay safe and maintain their tenancies.



Achievements over the last year include:



Supported 182 customers into work and 75 customers to complete training courses



£310,000 of our welfare fund allocated to customers in need



194 customers helped with a device or access to the internet



Supported 13 food banks across our operating area, which distributed over £405,000 of food at much cheaper prices

Case study: employment support

VIVID Plus has a dedicated employment and training team which both, directly and through a variety of partnerships, has supported 448 customers over the last year.

From helping customers secure new jobs to improving their skills, we’ve continued to support people to gain brighter futures. An example of our employment support work is the partnership we created with Eastleigh Borough Council’s (EBC) Community Safety team, which helped young people not in education, employment or training. J’s story below is just one of many that showcase the impact that VIVID Plus is generating in the communities we’re working in.

Before his referral to the Changing Direction for Success programme, which was supported by the EBC and VIVID Plus partnership, J had 17 counts of anti-social behaviour. The programme funded J to complete a forklift driving course. Completion of the course led to J securing a full-time job as a warehouse operative using the training he had gained. In the following year, J had no counts of anti-social behaviour with the Police and has now moved from VIVID supported housing into private rented accommodation.


Overall, our employment support work has **delivered £2.6m worth of social value** (based on the HACT Social Value Bank).



Looking ahead to the coming financial year, our goals are to:

- 

Secure an additional £6m of income for our customers through our money advice and benefits service
- 

Support more than 200 customers intro training or employment
- 

See our tenancy support team help 2000 customers



Environmental

Taking steps on our sustainability journey

Supported by a significant budget allocation, we launched our first sustainability strategy last year based around 4 main objectives:

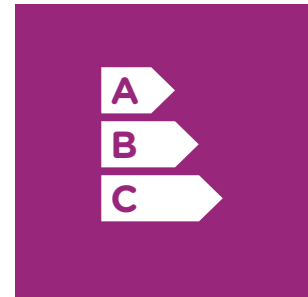
- Making our homes more energy efficient
- Becoming a zero-carbon business
- Becoming a sustainable business partner
- Sharing our knowledge

To help make sure we're well placed to make progress in meeting these objectives, further investment has taken place in our sustainability team, which has resulted in the recruitment of additional staff. With the benefit of this additional resource and expertise, our work over the coming year will be able to be accelerated.

In the last 12 months, a series of positive steps have been taken from improving the accuracy of our data around existing homes, developing future strategic and tactical work plans as well as completing retrofit assessments and associated customer engagement. A highlight has been securing a significant grant from the Social Housing Decarbonisation Fund to improve the energy efficiency of over 400 of our existing homes and in turn help minimise energy costs to customers.

Our achievements this year have also included securing the social housing sector's first Green Loan.





Objective 1: Make our homes more energy efficient

Improving the energy efficiency of our customers' homes is one of the biggest steps we can take to enhance our sustainability.

With 80% of our homes currently EPC band C or above, our primary focus is on improving the efficiency of the 20% below this level.

In starting to address our below EPC C rated homes, the following steps have been taken:

- **Kick-starting an Energy Efficiency Delivery Plan** - together with specialist consultant support, a 7-year plan has been developed to guide future works that will see all identified homes improved to meet our EPC C 2030 target. This plan not only highlights costs, risks and available grant funding but will help align energy efficiency investment with other planned works to improve efficiency.
- **Launching our EPC E Programme** - a target of seeing our E banded homes improved by 2025 has been set and as part of our efforts, surveys have been completed on over 280 properties. We've found that some of our homes perform better than our data suggested; positive news for our customers!
- **Our 2023 - 2025 Retrofit Programme** - after securing a £4.6m grant from the Social Housing Decarbonisation Fund, we've started work on our first large scale retrofit project to improve the energy efficiency of 414 homes in Farnborough.



Case study: Energy efficiency delivery 2023-25

Over the next two years, we’ll deliver our first place-based retrofit project which will see the energy efficiency of 700 homes in Farnborough and the wider North Hampshire area improved to at least an energy performance certificate band C. We’ll spend nearly £15m which includes £4.6m of grant funding from the government’s Social Housing Decarbonisation Fund. The focus of this work is to improve insulation to reduce heat loss in our Wimpey No-Fines homes. These homes are constructed from concrete and have limited thermal efficiency. This can lead to condensation and mould problems, high energy bills and can also affect thermal comfort.

In the 414 flats and houses in Farnborough, we’re installing external wall insulation, loft insulation, new windows and doors and ventilation. This will help to reduce heating costs and provide a long-term solution to addressing condensation and mould problems. This project will also reduce carbon emissions from energy use by 280 tonnes a year. In the last year, we’ve already completed work on 140 retrofit assessments as well as kick starting our customer engagement.

Additionally, over the next two years, we’ll improve a further 300 energy performance certificate band E properties (where residents allow access). Measures will include insulation, new heating systems and solar panels.



EPC	Quantity of homes 2022-23	% of total homes 2022-23
A	96	0.3%
B	7,867	28.6%
C	12,957	47.1%
D	5,151	18.7%
E	351	1.3%
F	15	0.1%
G	3	0%
No EPC	1,046	3.8%
Total	27,486	





Objective 2: Become a net zero-carbon business

As it’s now the decisive decade for climate change, it’s right we place significant attention on working towards becoming a net zero-carbon business. We recognise, however, that to achieve this objective it will take education, effort and expertise.

Our work over the last year has been focused on:

- Devising a net zero emissions strategy** – we’re currently making good progress on our net zero emissions strategy, which will set targets and identify a carbon reduction programme across all emission scopes. A key part of this strategy will be an emissions target for our homes together with a ‘reduction pathway.’
- Switching to electric vehicles** – a commitment has been made to switch our vehicles to electric by 2025 and, over the last year, 28 electric vans have been introduced into our fleet. This is a positive step towards reducing our business travel emissions and we’ll continue to invest in our fleet over the coming year.

VIVID carbon emissions 2021 - 2023

Year	Reporting type	kWh energy consumed year to date				tCO2e emitted year to date				
		Electricity (office and landlord supplies)	Natural gas (office and landlord supplies)	Transport	Total	Scope 1	Scope 2	Scope 3	Scope 1 and 2	Scope 1, 2 and 3
2021-22	Location-based	7,644,168	14,841,207	9,180,880	32,244,755	5,081	1,954	Not available	7,035	Not available
2022-23	Location-based	5,939,395	13,813,847	5,324,977	25,078,219	3,614	1,142	198,709	4,756	203,465
	Market-based					3,614	227	198,709	3,841	202,550

The Greenhouse Gas Protocol, which sets best practice for carbon reporting, states when reporting carbon emissions companies should report both location and market-based emissions.

Location emissions reflect the total energy that we use, whilst market-based emissions reflect our purchasing choices, showing that for the majority of our estate, we purchase electricity from 100% renewable sources.



Objective 3: Be a sustainable business partner

If we're to become a more sustainable business, we will need to work effectively with others in future. Our work around retrofitting, planning new low carbon infrastructure and biodiversity will mean collaborating with local councils and non-governmental organisations.

For example, we want to make sure our energy efficiency investment also helps deliver improvements to homes that we don't own. To help achieve this and increase the impact of our activity, we'll be working with other housing associations, councils and private landlords to jointly develop area-based retrofit plans. Where possible, we'll also bid together for government grants to deliver these plans.

Likewise, our biodiversity investment will have greater impact if it's aligned with local authority green infrastructure planning. We'll also use our investment, where possible, to improve existing green corridors and spaces.

Our work to date has seen us:

- Meet with local authorities where most of our least energy efficient homes are to start developing joint approaches to retrofitting and biodiversity improvement plans.
- Establish an internal working group to develop and deliver our approach to estate improvements. Work from this group will also include a new green infrastructure plan and biodiversity improvements, which will be delivered in the 2023 – 2024 financial year.





Objective 4: Share our work and learn from others

We've long recognised the value of collaboration, sharing our knowledge and learning from others.

In our sustainability strategy, a gap was identified in understanding how customers will adapt to changing heating systems – while this is still part of our future work, we've now recognised a more pressing area of focus. Anecdotally, resident refusals for social housing retrofit programmes can be as much as 50%. If we're unable to access customers' homes to complete work, the implications for their health, comfort and future energy bills will be significant.

With little research carried out around the barriers associated with seeing retrofit work completed, attention will be placed on better exploring this issue. We're now looking at progressing a specific piece of research, which hopefully will aid the wider sector.

Our key priorities for the year ahead:



Prepare a research-based customer engagement plan to reduce resident refusals for our retrofit programme



Develop an estates biodiversity improvement plan



Prepare a net zero carbon investment strategy covering all our assets and activities



Develop an EV charging specification for new build and retrofit schemes



Deliver year 1 of our energy efficiency project in Farnborough while improving as many EPC E rated homes as possible

Governance



Managing our business, the right and responsible way

Over the last year, interest in how housing associations operate has significantly increased. Against this backdrop, our resolve to work harder and perform better has only been strengthened. We're pleased with our performance but remain focused on our value of 'challenge and change' as part of driving continuous improvement in every aspect of our work, including governance.

We want our customers to be our strongest advocates, and this is reflected in how we've evolved all aspects of our governance. We want to continue to grow this over the year ahead, making sure we're open, transparent, and inclusive in all we do.

Progress against our goals

Last year, alongside our objectives we had some specific governance goals. This is how we're currently doing against these.

1

Retain top G1 rating from the regulator.

We've retained our G1 rating from the regulator following a stability check in November 2022. We want to uphold the highest standards of governance, so we can really be trusted as an organisation.

2

Publish all the policies governing how we operate our business.

In line with our transparency policy, we continue to publish all our policies on our website to make them accessible to everyone. We're continually working with our customers to make sure our policies are clear and fit for purpose.

3

Eliminate our gender pay gap.

Our 2023 gender pay gap report shows that our median pay gap has been eliminated and is now zero (as to be reported to the Government shortly).

4

Eliminate our ethnicity pay gap.

Based on ethnicity information staff have volunteered, we've seen our proportion of people of ethnicity increase to 5.1% of our total workforce and a median ethnicity pay gap of 4.3%. Meaning on average, for every £1 a white member of staff earns, a member of staff of ethnicity earns 4p less, so we've got more work to do here.

5

Increase representation of women in trade roles by 9% between 2020-2023.

We've increased female representation in trades by 120% over the 3-year period. In real terms this means that from 5 female members of trades staff in 2020 we have grown that cohort to 11. Representation of women in trades is still low nationally so this will continue to be a focus.

6

Achieve a 2-star rating in the Best Companies survey.

We achieved a 1-star rating in the Best Companies survey in 2022 and are still working towards a 2-star rating, with our 2023 survey having recently taken place.



Objective 1: Be completely transparent

Transparency is vital to gain trust and our approach to being open about everything that we do has continued to form the basis of our governance. From decisions taken by the board through to policies that set out how we work and from how well we're doing with complaints, we've continued to clearly publish key information throughout the year.

A key focus for us, like others in the sector, has been preparing for the new Tenant Satisfaction Measures. We've decided to survey our customers quarterly and in future, the results will be readily available for anyone who's interested.

We have information about how we're performing against our service standards available on our website (updated quarterly).





Objective 2: Involve our customers in the delivery of services

Over the last year, we've continued to evolve our approach to how we're putting customers at the heart of how we manage and operate our organisation.

We've maintained our group of 1,300 involved customers from last year and have seen significant contributions made towards our work, for which we're grateful. We recognise that for better representation in future, the scale of this group needs increasing and we need to think about how we interact with our customers to encourage their involvement. We've also taken steps so that our board are better connected to our customers and can see more of our services in action.

"In my role as chair of VIVID's tenant scrutiny panel, VIVID Impact and as a neighbourhood volunteer for my block in Portsmouth I have always found VIVID staff to be polite, friendly and professional and the management to be open, transparent, and eager to implement recommendations for service improvements."

Sally Sines,
Chair of VIVID Impact



Our work in this area has included:

- **Policy consultations** - we've run 3 key policy consultations, including covering income management and equality & diversity.
- **Surveys** - 8 customer surveys have been carried out across a range of areas and services including communal repairs, our website and also our governance.
- **Resident and Customer Action Groups** - a host of regular resident group meetings have been held across our operating area while we've helped see 15 new groups launched together with 3 specific action groups.
- **Customer Service Committee** - this is part of our formal governance structure and includes 2 customer members, alongside the Chair of VIVID Impact.
- **Staff Customer Group** - with 100 staff who are customers, we've recognised the valuable insight and feedback that can be gained to help drive improved performance, so we've relaunched our dedicated Staff Customer Group.

Looking ahead to the next 12 months, we’re conscious of making sure there are connections between customers and all parts of our business. To help make sure that our board’s future decision making is driven by even sharper insight and understanding, we’re embedding the voice of the customer through the work of the board. The Customer Service Committee provides regular reports to the board, which focus on key messages from customers and an overview of complaints received and on how we’re embedding learning from those complaints.

The board also has ‘Voice of the Customer’ sessions once a quarter where they can listen to live calls from customers, see some of the support services on offer or go and see our homes.

Our VIVID Plus board also features 2 customer members, who really help shape the support services we can offer through our charitable arm.



“The Customer Service Committee and board are using lots of ways to understand our customers’ experience of our services, and to learn from them. We’re looking at a range of information, from repairs wait times to themes from complaints and compliments. Using a range of data from different areas of the business, together with seeing services in action and talking to our engaged customers, we want to get a true picture of what it’s like to live in our homes to shape future services.”

Liam Coleman,
Chair of Customer Service Committee





Objective 3: Fostering an inclusive and supportive culture

To continue to deliver on our mission of ‘more homes, bright futures’, it’s vital that we remain focused on maintaining a supportive and inclusive culture that’s based around a diverse workforce.

A more diverse team helps us become more creative. In turn, this makes us better placed to understand our customers and the services they need to thrive in future.

Our Diversity & Inclusion Group has continued to play a crucial role in shaping and driving efforts in this crucial area of focus for the business.

“Remuneration and Nomination committee members feel it’s really important to have robust conversations that strengthen VIVID’s culture. We aim to challenge, engage and embrace best practice when it comes to creating something which is very VIVID and very supportive of our values. Whilst everything we do helps us build a high performing culture, we also want to ensure we are building a diverse, engaged, and equal workforce whilst being appreciative of our environment as a responsible employer.”

**Naleena Gururani,
Chair of Remuneration and Nominations
Committee**



Over the last 12 months, we’ve made sure that our focus on addressing pay gaps has been maintained while we’ve also remained focused on doing all we can to attract more women into our trades workforce.

- **Pay Gaps** – closing pay gaps, be it associated with gender or ethnicity, is crucial to inclusivity and to making sure everyone feels they’re fairly rewarded for giving their best. We’ve continued to make positive progress in this area.



- **Careers and inclusivity** - we're focused on making sure that every role is open to everyone irrespective of their gender. While we've made positive strides in recruiting more female members of the trades team, there is more to do here too. As part of our work around careers and inclusivity, we've also made changes to our recruitment process. The changes we've introduced mean that if any candidate with an ethnic background or a disability meets the essential criteria for a role, they will be assured an interview.
- **A great place to work** - we want VIVID to be a great place to work and one that provides rewarding opportunities and a rich working environment. To help understand how we're really doing with developing our workplace, we appointed Best Companies to once again survey our staff this year.



“A career in carpentry can be really creative as you learn how to construct so many different things. At college I’m learning all sorts of new technical skills such as how to make stairs, construct stud walls and truss roofs.

Growing up, I’ve always been into construction. I’ve never been that sort of person to sit in an office and work on computers. I always like to be out and about.

The difference between men and women in this role makes no difference to me. We’re all equal which is how it should be. I’d definitely encourage others to pursue a trades role. There’s so much to learn and no day is ever the same.”

**Molly McLaughlin-Gray,
Apprentice Carpenter**





Objective 4: Building a high-performing organisation

We're striving to be an organisation that is consistently high performing, readily delivering on our priorities and generating excellent results and outcomes. To become such an organisation, it takes investment, planning and expertise.

As a result, over the last 12 months our leadership has placed effort and attention on:

- Keeping our teams fully focused on the ambitions within our corporate plan and the key priorities
- Being clear about regular performance with everyone being held accountable
- Working to develop Talent Pathways for the VIVID teams of tomorrow

Our Talent Pathways programme helps us to:

- Increase the capability within the organisation to support a high performing culture
- Help our people gain recognised qualifications
- Use profession qualifications as a method to benchmark against other organisations
- To increase professionalism of our people
- To retain talent within the organisation and support for succession
- To help our people reach their potential

What are they?

- **Early careers** – we offer a range of apprenticeships in trades and business support functions to help young people at the beginning of their career to learn a skill and gain a recognised qualification while working. We also have a graduate programme to support post university transition into the world of work with a comprehensive development package to help shape their future careers.

- **Chartered Institute of Housing (CIH) level 3** – to increase the professionalism, knowledge, and capability of our people around housing. We currently have a cohort of 12 who have recently started their programme.
- **Optimise** – Institute of Leadership and Management (ILM) level 3 – we are coming to the end of our second cohort. This programme is a 2-year programme bespoke to VIVID that not only has an external focus of the ILM qualification but integral is our own Managing 4 Success programme which all new managers to VIVID take part in.
- **Potential Supervisor programme for trades** – The programme looks to support trade staff who have the desire and potential to move into a supervisor role in the next 18 months. It is there to prepare them for the differences between being on the tools to the first step into management and the skills required to do this role.

Who can get involved in the pathways?

The pathways are targeted at different audiences across VIVID and we work with our people to find the best one for them. We also support individuals with their own personal development to find the right approach.



Success stories

“VIVID has a modern and vibrant culture and are really big on supporting staff to develop their skills, even if it’s in an area they’re not familiar with. My journey at VIVID started with a business administration level 3 apprenticeship. I didn’t have any administrative experience before I started at VIVID so I’m grateful to have been given the opportunity to complete this qualification and gain knowledge and experience in this area. I’m now in a permanent role at VIVID and I’m looking forward to developing further.”

Lucy,
Information Governance Coordinator



Sustainability Reporting Standard (SRS)



Sustainability Reporting Standard (SRS)

Social

	SRS question	VIVID response
Affordability Building safety and quality and security	C.1 How do VIVID average rent levels compare with the private rented sector and the Local Housing Allowance?	95.8% of our homes have rents set below the Local Housing Allowance for the respective area, 2.5% are over the LHA and 1.7% are set at the LHA rate. This equates to charging our customers £87m less per year than the LHA. Where we are overcharging against the LHA this totals £749k per year. This is usually where customers are living in sheltered or supported housing schemes. In these instances, higher service charges are embedded in the total weekly rent.
	C.2 What is the breakdown by type of VIVID’s properties by tenure type at March 2023?	General needs (social rent): 19,557 (57.6%); General needs (affordable rent): 5,563 (16.4%); Intermediate rent: 304 (0.9%); Supported housing for older people: 1,415 (4.2%); Low cost home ownership: 4,242 (12.5%); Leaseholders: 1,824 (5.4%); Private rented sector: 452 (1.3%); Other: 615 (1.8%)
	C.3 How many new homes did VIVID build in 2022/23?	We built 1390 homes during 2022/23. Breakdown of homes delivered is as follows social rent: 267 (19.2%); Affordable rent: 455 (32.7%); Shared ownership: 507 (36.5%); Market rent: 18 (1.3%); Market sale: 143 (10.3%)
	C.4 How is VIVID supporting its customers in relation to rising fuel costs?	We have a Money Advice and Benefits team, which helped customers claim more than £5.8m of additional income in 2022/23. We also have a welfare fund of £400k part of which is to provide emergency assistance vouchers to our customers. Our sustainability strategy outlines how we will be developing a retrofit programme that puts the customer first by ensuring we retrofit our worst energy performing homes first. We will be seeking to achieve a minimum of EPC C on all homes by 2030 in line with the government social housing target.
	C.5 What percentage of VIVID homes have fixed tenancy agreements of over 3 years?	0%. All tenancies are assured lifetime tenancies.
Building safety and quality	C.6 What percentage of VIVID homes with a gas appliance have an in-date, accredited gas safety check?	100%
	C.7 What percentage of VIVID homes have an in-date and compliant Fire Risk Assessment?	100%
	C.8 What percentage of VIVID homes meet the Decent Homes Standard?	99%

	SRS question	VIVID response
Customer voice	C.9 What arrangements are in place to enable customers to hold management to account for provision of services?	VIVID Impact is a customer scrutiny panel which monitors our performance, and carries out two scrutiny reviews per year. In addition we have a Customer Services Committee, its membership includes two VIVID customers, the chair of VIVID Impact, alongside VIVID board members. We also have two customers on the board of our charitable foundation, VIVID Plus.
	C.10 How does VIVID measure customer satisfaction and how has customer satisfaction changed over the last three years?	<p>We run both perception and transactional surveys. Our perception survey is run by TLF Research who carry out telephone interviews with a sample of our customers. We've now moved to the new TSM methodology using quarterly surveys. Satisfaction through our transactional surveys has largely remained consistent over the last 3 years. We've seen a decline in our overall satisfaction through our perception survey. This year, we have set 3 priorities to improve customer satisfaction: clear service standards, service improvements and performance management in order to address this.</p> <p>Repairs (Transactional - average score out of 10):</p> <ul style="list-style-type: none"> - March 23: 8.7 - March 22: 8.8 - March 21: 8.8 <p>Customer Contact (Transactional - average score out of 10):</p> <ul style="list-style-type: none"> - March 23: 8.7 - March 22: 8.8 - March 21: 8.9 <p>Perception Survey - Overall Satisfaction:</p> <ul style="list-style-type: none"> - March 23: 66% (change to TSM methodology) - March 22: 78.4% (customer satisfaction index) - March 21: 80.4% (customer satisfaction index)
	C.11 In the last 12 months, how many complaints have been upheld by the Ombudsman?	<p>We had 14 cases investigated by the Ombudsman, and 3 of these had a finding of maladministration. Some examples of lessons learnt include:</p> <ul style="list-style-type: none"> - Introduced a reasonable adjustment procedure to enhance our Equality and Diversity Policy, ensuring we meet our customers' needs - Reviewed our repairs and planning services, focusing on reducing wait times for our routine repairs and keeping our customers updated - Rolled out the use of SMS notifications to quickly notify multiple customers where there are issues in their home such as lift breakdowns - Provided a single point of contact for customers experiencing high levels of ASB - Developed a new process to accurately capture utility readings when customers move into their new home
Resident support	C.12 What support services does VIVID provide to customers? How successful are these services in improving outcomes?	<p>Please see objective 4 of our 'Social' section to see how we and our charitable arm VIVID Plus are making a difference to our customers' lives when they need it most. We have a comprehensive tenancy sustainment offer for our customers. 2022/23 highlights include:</p> <ul style="list-style-type: none"> - Supporting our customers to receive an additional £5.8m of income - Employment and training team that helped 448 customers, including 182 into work - An enhanced wellbeing service following a partnership arrangement with Andover Mind

SRS question

C.13 Provide examples of case studies where VIVID has been engaged in placemaking or place shaping activities.

VIVID response

In 2022/23, VIVID Plus, our charitable arm dedicated to helping customers and communities thrive, continued its mission with 2 core themes: providing tailored, individual tenancy sustainment support to our customers and addressing community-led priorities to foster a sense of pride in one’s living environment. With an investment of in excess of £2m in 2022/23, we are committed to allocating £21m over 5 years to achieve these goals.

Ensuring the safety and security of our customers and their communities remains a top priority. We collaborate with various partners to offer positive alternatives to crime and anti-social behaviour, instilling hope and fostering aspirations in young people. Notably, the community in the north of our portfolio actively participated in participatory budgeting, collectively funding small community groups to combat anti-social behaviour in the area. This remarkable display of community spirit showcases the power of collaboration and collective action.

Our initiatives cover the whole of VIVID. In the north of our region, the Fighting Chance programme empowers young individuals by providing them with valuable opportunities in combat sports. In our south region, partners host community cooking lessons, addressing food poverty and promoting well-being through culinary education. Also in the south, we tackle the issue of young people on the fringes of society being drawn into county lines drug problems, offering support and guidance.

Through these endeavours, we strive to create positive change, uplift communities, and inspire individuals to reach their full potential.



Sustainability Reporting Standard (SRS)

Environmental

Climate change	SRS question	VIVID response
	C.14 What is the distribution of EPC ratings of existing homes (those completed before the start of the previous financial year)?	A - 96 (0.3%); B - 7,867 (28.2%); C - 12,957 (46.5%); D - 5,151 (18.4%); E - 351 (1.26%); F - 15 (0.0%); G - 3 (0.0%); No EPC - 1,046 (3.7%); TOTAL: 27,846 We're implementing a new system (Portfolio) that will track the impact of repairs on EPC levels.
	C.15 What is the distribution of EPC ratings of new homes (those completed in the previous financial year)?	EPC A - 21; EPC B - 1,317; EPC C - 40; No EPC info - 12
	C.16 What are Scope 1, Scope 2 and Scope 3 green house gas emissions?	<p>The Greenhouse Gas Protocol, the universal standard for carbon reporting, states that to enable full transparency and accuracy when reporting carbon emissions, companies should report both their location and market-based emissions.</p> <p>- Location-based emissions are based on our total energy use, and take no account of the source of the energy. - Market-based emissions reflect our purchasing choices, and show that we purchase electricity from 100% renewable sources.</p> <p>Market-based emissions:</p> <p>Scope 1 - 3,613,809 kg CO2e (3,613.8 t CO2e) Scope 2 - 226,681 kg CO2e (226.7 t CO2e) Scope 3 - 198,709,156 kg CO2e (198,709.2 t CO2e) Scope 1+2 - 3,840 t CO2e</p> <p>Electricity - 5,939,394.7 kWh; Gas - 13,813,847 kWh; Transport - 5,324,977 kWh; Total - 25,078,219 kWh</p> <p>Location-based emissions:</p> <p>Scope 1 - 3,613,809 kg CO2e (3,613.8 t CO2e) Scope 2 - 1,229,894 kg CO2e (1,229.8 t CO2e) Scope 3 - 198,709,156 kg CO2e (198,709 t CO2e) Scope 1+2 - 4,756 t CO2e</p> <p>Electricity - 5,939,394.7 kWh; Gas - 13,813,847 kWh; Transport - 5,324,977 kWh; Total - 25,078,219 kWh</p> <p><small>**Working out for transport: 3,073,453 * (Diesel Vans - 1.47 kWh (Net CV)) + 321,988* (Petrol Car - 1.13 kWh (Net CV)) +348,390 (Diesel Car - 1.08 kWh (Net CV))+ 21,720 (Hybrid Car - 0.79 kWh (Net CV)) + 5,545 (Electric car 0 kWh (Net CV)) + 43,159 (Unknown car 1.11 kWh (Net CV))</small></p>
	C.17 What energy efficiency actions has VIVID undertaken in the last 12 months?	32 retrofit installs were completed in 2022/2023. Approximately 300 retrofits are scheduled for 2023/2024. 1,600 new build properties are being built to handover in 2023-2024, these are targetted to reach EPC A or B.

	SRS question	VIVID response
Climate change	<p>C.18 How has VIVID mitigated the following climate risks?</p> <ul style="list-style-type: none"> - Increased flood risk - Increased risk of homes overheating 	<p>In 2022-23 we have started to measure our flood and overheating risk using our energy investment modelling software (Portfolio). This uses environment agency flood risk data to measure flood risk and RdSAP data to calculate overheating risk. We'll use this data to develop a climate change adaptation plan.</p> <p>Flood: VIVID's homes at risk of surface water flooding:</p> <ul style="list-style-type: none"> - 618 homes at low risk (1 in 1000 years) - 605 at medium risk (1 in 100 years) - 31 homes at high risk of exposure to surface water flooding (1 in 30 years) <p>(Estimates based on flood risk areas defined by the Environment Agency)</p> <p>Overheating: 848 homes are at medium risk of overheating and 332 homes at high risk of overheating to over 23.5°C-28.51°C</p>
	C.19 How does VIVID provide customers with information about correct ventilation, heating, recycling etc? Please describe how this is done.	Information and instructions on ventilation, heating and waste are provided to customers at sign up. VIVID has recently prepared a sector leading resident engagement plan for our retrofitting programme. The plan has been prepared by VIVID's sustainability, place-making and communications teams and our contractor's marketing agency. The aim of the strategy is to reduce resident refusal rates for retrofit programmes which have been high in the sector in the past. It also aims to educate residents about how to use new equipment such as heat pumps and ventilations systems. We have recently started to deliver the plan as part of our 2022-23 retrofit programme.
Ecology	C.20 How is VIVID increasing green space and promoting biodiversity on or near our homes?	We are currently preparing a green infrastructure and biodiversity improvement plan. We're using our comprehensive GIS mapping to understand our current baseline across all of our estates from which we'll identify future improvements. We'll start by delivering biodiversity improvements at some of our priority estates in 2023/24.
	C.21 What is VIVID's strategy to actively manage and reduce all pollutants? What is the target and how do you measure performance?	We are measuring all of our environmental impacts including pollutants to air, land and water in early 2023/24. Once we have our current environmental baseline we'll set improvement targets and implement an improvement plan. This will be completed by Q3 2023/24.
Resource management	C.22 What is VIVID's strategy to use or increase the use of responsibly sourced materials for all building works? What is the target and how do you measure performance?	We are measuring all of our environmental impacts including those from building works materials in early 2023/24. Once we have our current environmental baseline we'll set improvement targets and implement an improvement plan. This will be completed by Q3 2023/24.
	C.23 What is VIVID's strategy for waste management incorporating building materials? What is the target and how do you measure performance?	We are measuring all of our environmental impacts including those from all waste streams in early 2023-24. Once we have our current environmental baseline we'll set improvement targets and implement an improvement plan. This will be completed by Q3 2023/24.
	C.24 What is VIVID's strategy for good water management? How do you target and measure performance?	We are measuring all of our environmental impacts including water use in early 2023/24. Once we have our current environmental baseline we'll set improvement targets and implement an improvement plan. This will be completed by Q3 2023/24. We're investigating opportunities to achieve water neutral new builds and we're also currently reviewing our kitchen and bathroom specification to improve water efficiency.

Sustainability Reporting Standard (SRS)

Governance

	SRS question	VIVID response
Structure and governance	C.25 Is VIVID registered with the Regulator of Social Housing (RSH)?	Yes, our registration number is 4850.
	C.26 What is VIVID’s most recent viability and governance regulatory grading?	We maintained the highest possible rating of G1/V1.
	C.27 What Code of Governance does VIVID follow?	NHF 2020 Code of Governance.
	C.28 Is VIVID not-for-profit?	Yes
	C.29 How does VIVID manage organisational risks?	We have a Risk Management Policy outlining our approach to managing organisational risks.
	C.30 Has VIVID been subject to any adverse regulatory findings in the last 12 months (e.g. data protection breaches, bribery, money laundering, HSE breaches or notices) - that resulted in enforcement or other action	No
Board and trustees	C.31 What are VIVID’s demographics of the Board? And how does this compare to the demographics of VIVID’s customers, and the area that they operate in?	36% of the board are women (compared with 63% of our customers). 18.1% of our board is BAME (compared with 5.5% of our customers).
	C.32 What percentage of the VIVID Board and management team have turned over in the last two years?	33%
	C.33 Is there a maximum tenure for a VIVID Board member? If so, what is it?	A board member cannot serve beyond their seventh consecutive Annual General Meeting.

	SRS question	VIVID response
Board and trustees	C.34 What percentage of the Board are non-executive directors?	8 NEDs and 3 execs
	C.35 What is the number of Board members on the Audit Committee with recent and relevant financial experience?	3
	C.36 Are there any current executives on the VIVID Remuneration Committee?	No
	C.37 Has a succession plan been provided to the VIVID Board in the last 12 months?	Yes
	C.38 For how many years has VIVID's current external auditor been responsible for auditing the accounts?	4 years
	C.39 When was the last independently-run, Board effectiveness review?	2022
	C.40 Are the roles of the chair of the Board and CEO held by two different people?	Yes
	C.41 How does VIVID handle conflicts of interest at the Board?	We have both a Code of Conduct and a Conflict of Interest procedure which outline how we handle actual, potential and perceived conflicts. All staff and Board members are required to make declarations in line with these. Registers of interest for our Board members are published on our website.
Staff wellbeing	C.42 Does VIVID pay the Living Wage?	Yes
	C.43 What is the gender pay gap?	0% as at April 2023
	C.44 What is the CEO-worker pay ratio?	8.4:1
	C.45 How does VIVID support the physical and mental health of their staff?	We've been recognised for our initiatives towards supporting the wellbeing of our people and awarded Chartered Institute for Personnel & Development Wellbeing Award. We run awareness campaigns with news articles and other sources of support information about our staff benefits for financial wellbeing. We have a dedicated employee portal for our supportive health and wellbeing benefits. An Employee Assistance Programme provides free, confidential counselling and a wide range of advice services. Our Health & Safety teams regular provide articles and documents to help ensure colleagues work in the best way they can avoiding risks to health. E-learning and face-to-face training courses are available through our learning hub with specific categories on resilience and mindfulness.

SRS question	VIVID response
C.46 How is social value creation considered when procuring goods and services?	<p>We want to deliver social value through our commissioning of works and services which require the support of our supply chain.</p> <p>Our social value framework is based on 4 key themes:</p> <ul style="list-style-type: none">• Meeting basic and essential needs: The value of meeting basic human needs such as providing security, safety, food and warmth• Protecting and improving health: The value of improved personal and mental health related to financial security, as well as home and community improvements such as home adaptations or green spaces• Building communities together: The value of helping people feel safe, secure and that they belong• Reaching full potential: The value of helping people reach their full potential and enabling people to utilise their skills and develop their talents <p>Our social value framework has been shaped by the needs of our communities, business activities, key policy contexts and made tangible through social value metrics and outcomes.</p> <p>For organisations to be successful tendering for our contracts, we’re looking for outcomes related to our framework as well as our charitable arm’s VIVID plus’s objectives; to help make an even bigger difference to our customers and communities.</p>
C.47 How is environmental impact considered when procuring goods and services?	<p>We obtain information about any environmental management systems suppliers have implemented and any recognition/awards they have won. We include pass/fail questions around relevant environmental accreditations where appropriate. We ask suppliers to upload a copy of their environmental policy and/or strategy that sets clear commitments to measure and improve the environmental performance of the contract relating to operational carbon emissions and waste as a minimum; and ideally NOx from diesel vehicle use. We also request a methodology for accurate measurement and reporting of the above.</p> <p>Specific tenders will provide an opportunity to really focus on environmental issues. In these circumstances, there will be bespoke evaluation criteria incorporated to ensure all relevant environmental matters are addressed; as well as asking how suppliers can support the aims of our sustainability strategy.</p>



Appendix: Impact & Allocation Report

In 2022, we established a £2bn Euro Medium Term Note Programme (EMTN) programme accompanied by a Sustainable Financing Framework.

This framework aligns with the principles and guidelines (the 'Principles') published by the International Capital Markets Association (ICMA) and Loan Market Association (LMA) allowing us to issue sustainable finance debt instruments. When we issue these instruments, we're required to report on their impact and allocation. This Impact and Allocation report shows how much finance we've allocated to eligible projects and what impact that finance has had.

We haven't issued sustainable debt instruments yet, so we aren't obliged to issue an Impact and Allocation report. Despite this, we've decided to issue one to clearly show investors that we have over £870m of eligible spend to refinance. ESG is not an add-on to what VIVID does, it's core to our purpose. Our vision is for 'More Homes, Bright Futures'. Refinancing this spend will enable us to meet the need for more affordable homes and deliver a full range of support services. It will also fund our ambitious environmental objectives of making our existing and future new homes more energy efficient and becoming a zero-carbon business.

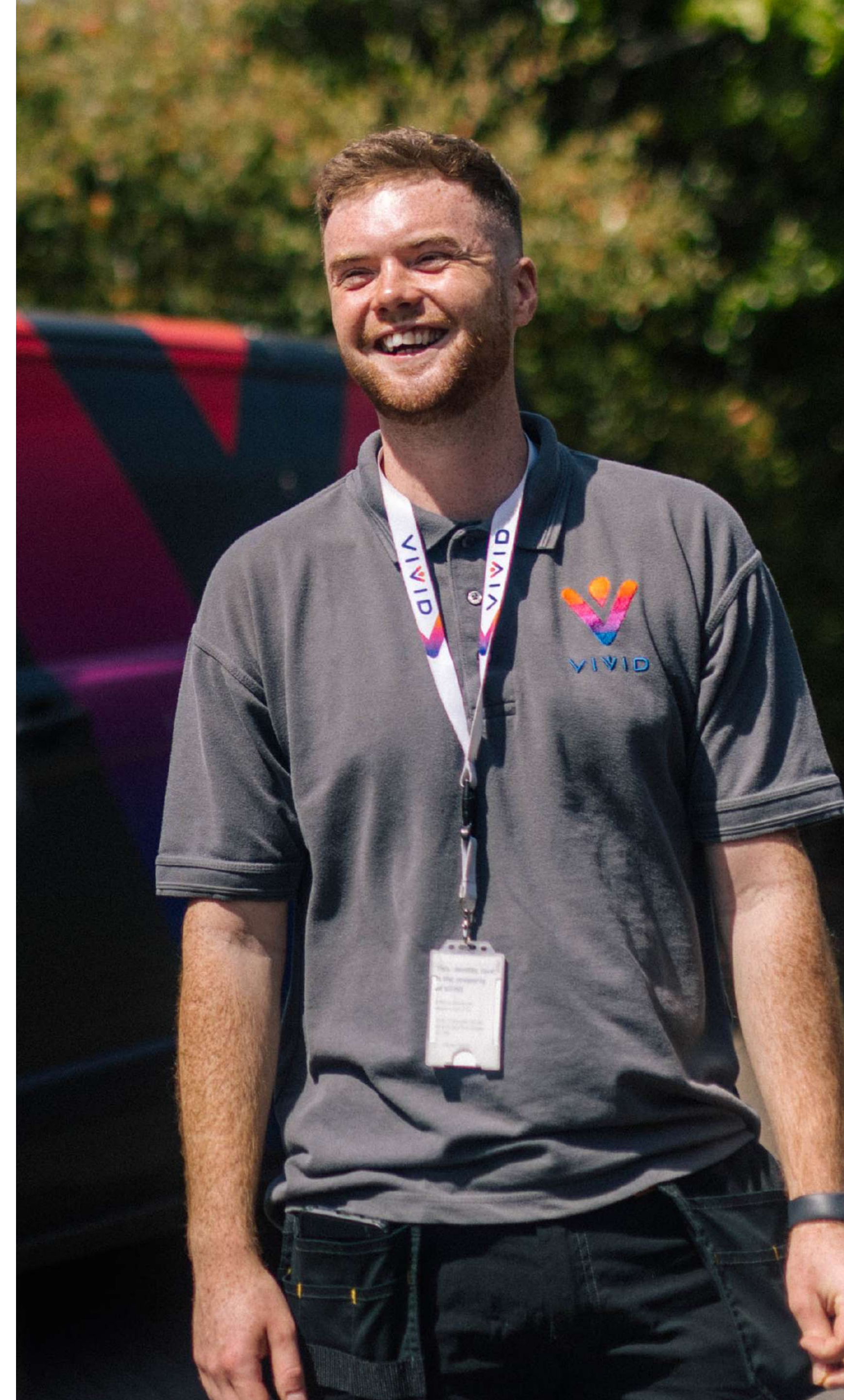
Robust governance is also important to us. We have a G1 rating, the highest governance rating from the Regulator for Social Housing. Producing this report puts in place governance processes for regular reporting to the market. We're also an organisation that prides itself on its transparency. We wanted to be clear about the progress we're making on ESG related projects and felt the publication of an Impact & Allocations Report complemented the Sustainable Reporting Standard (SRS) reporting that forms part of our ESG report.

Our framework sets out 4 core components of the principles: Use of proceeds, process for project evaluation and selection, management of proceeds and reporting. Please visit our framework for more details.

This report sets out succinctly reporting on these principles:






- 1. Use of proceeds**
- 2. Allocation of funds**
- 3. Impact of funds**
- 4. External review**








▶ **You can view the Sustainable Financing Framework report [here](#).**



1. Use of proceeds

Our impact objectives align with 5 eligible project categories within the principles:

ESG theme	ICMA/LMA Eligible Project categories	Description	Reference financial line item	Impact metrics	Indicative alignment to the UN SDGs
Social	Affordable Housing	Expenditure relating to the construction, refurbishment modernisation and acquisition of affordable housing (including 'shared ownership') Refinancing of existing social and affordable housing (including 'shared ownership') Expenditure relating to the prevention of homelessness	Capex Asset Value	Number and cost of homes built or acquired which comply with the Government definition of affordable housing Number of homeless people, or people from local authority waiting lists that have been provided with newly built affordable housing	
	Access to Essential Services	Expenditure relating to providing access to essential services, including health, education and vocational training, mentoring, healthcare, financing and financial services	Opex	Number of people gaining access to food bank services / number of jobs starts from training provision / specialist addition or mental health support via our charity, VIVID Plus / number of people at risk of homelessness helped through mentoring / amount of additional income secured for our customers through benefit advice	   

ESG theme	ICMA/LMA Eligible Project categories	Description	Reference financial line item	Impact metrics	Indicative alignment to the UN SDGs
Environmental	Green Buildings	<p>Financing the development of buildings which achieve an EPC rating of 'B' or 'A'</p> <p>Refinancing of existing buildings with an EPC rating of 'B' or 'A'</p>	Capex Asset Value	<p>Number and cost of new homes built which achieve an EPC rating of 'B' or 'A'</p> <p>Number and cost of existing homes refinanced with an EPC rating of 'B' or 'A'</p>	  
	Energy Efficiency	Investing in the retrofit of existing homes in order to improve the EPC ratings by at least 2 EPC bands, or to uplift the Energy Efficiency score (or reducing consumption) of a building by at least 30%, or result in an expected minimum rating of EPC B	Capex Opex	<p>Number and expenditure of uplifting the EPC rating of a building by at least 2 bands</p> <p>Number and expenditure of uplifting the (SAP/Energy Efficiency) score of a building by at least 30%</p> <p>Number of new homes delivered using modern methods of construction (e.g. modular housing)</p>	  
	Clean Transportation	<p>Financing the procurement or deployment of clean transportation</p> <p>Financing the construction, extension and/or improvement to core sustainable transport infrastructure</p>	Capex Opex	<p>Number and proportion of low-emission vehicles procured for employees or customers</p> <p>Number of electric charging ports installed</p> <p>% of our fleet that is electric/zero-emission</p>	

2. Allocation reporting

Ref	ICMA category	KPI	2020/21 (£k)	2021/22 (£k)	2022/23 (£k)
2.1	Affordable Housing	Cost of homes built or acquired, in compliance with the Government definition of affordable housing	203,502	217,211	254,487
2.2	Access to Essential Services	Expenditure relating to providing access to essential services, including health, education and vocational training, mentoring, healthcare, financing and financial services (VIVID Plus)	1,334	1,977	2,661
2.3	Green Buildings	Cost of new homes built that achieved a minimum EPC rating of A or B	62,279	65,352	63,890
2.4	Energy Efficiency	Expenditure on homes with EPC rating improvement of any of: (a) at least two bands (b) minimum EPC B (c) SAP score improvement >30%	-	-	-
2.5	Clean transportation	Amount invested in the construction, extension and/or improvement to core, sustainable transport infrastructure	-	-	168
2.6	Clean transportation	Amount invested in Electric/ Low Emission vehicles	-	-	-
Total			267,115	284,540	321,206
Eligible use of proceeds expenditure					872,861
Use of proceeds funding arranged					-
Eligible use of proceeds expenditure for new funding					872,861

- 2.1. Cash spend on affordable homes in year.
- 2.2. Grants from our charitable arm, VIVID Plus to deliver Access to Essential Services.
- 2.3. This is the cost of building non-affordable homes. We have excluded £202.1m (2020/21), £210.9m (2021/22) and £251.1m (2022/23) relating to affordable housing units that have been built with an EPC rating of A or B to avoid double counting. These are included within the Affordable Housing category (2.5).
- 2.4. We continue to develop our large-scale energy efficiency delivery plan for our existing homes. The first stage of this is the completion of the Farnborough retrofit project (view the case study [here](#)) which started in 23/24. To enable the delivery and monitoring of the programme, our sustainability team are implementing new energy modelling software which will allow us to measure the impact of this investment on EPC ratings.
- 2.5. This year we have spent £168k on upgrading our charging points at both offices.
- 2.6. 28 Electric vehicles will be introduced into our fleet in early 2023/24 costing us £261k in lease costs per annum.

3. Impact reporting

Ref	ICMA category	KPI	2020/21 (£k)	2021/22 (£k)	2022/23 (£k)
3.1	Affordable Housing	Number of homes built or acquired, in compliance with the Government definition of affordable housing	739	1,169	1,229
3.2	Affordable Housing	Number of homeless people, or people from local authority waiting lists, that have been provided with newly built affordable housing	134	427	284
3.3	Access to Essential Services	Number of meals funded	59,500	8,458	19,880
3.3	Access to Essential Services	Number of jobs started from the training provision	180	310	288
3.3	Access to Essential Services	Number of people granted specialist addiction or mental health support, via the charity VIVID Plus	-	78	127
3.3	Access to Essential Services	Number of people at risk of homelessness helped through mentoring	-	35	9
3.4	Access to Essential Services	Amount of additional income secured for Vivid customers, through benefit advice (£k)	5,802	4,932	5,785
3.5	Green Buildings	Number of new homes built that achieved a minimum EPC rating of A or B	270	232	158
3.6	Energy Efficiency	Number of homes with EPC rating improvement of any of: (a) at least two bands (b) minimum EPC B (c) SAP score improvement >30%	-	-	-
3.7	Energy Efficiency	Number of new homes delivered using modern methods of construction	317	225	278
3.8	Clean transportation	Number of electric vehicle charging points installed	-	-	12
3.9	Clean transportation	Number of low emission fleet vehicles procured for employees and customers	-	-	28
3.10	Clean transportation	% of Vivid fleet that is electric / zero-emission	-	-	8%

- 3.1. We are consistently increasing number of affordable houses being delivered both in number and proportion (2020-21 73%, 2021-22 83%, 2022/23 90%).
- 3.2. We are part of the Rough Sleeping Accommodation Programme to provide homes for rough sleepers. We are also involved in a number of outreach activities through our charitable foundation VIVID Plus.
- 3.3. We are continuing our support towards tackling food and fuel poverty, we have partnered with 13 food banks or pantries. Training, mentoring and support delivered through VIVID Plus (click [here](#) to find out more).
- 3.4. Assistance provided by the VIVID Plus Money and Benefits Advice team.
- 3.5. This only includes our outright sales units, 97% of our affordable housing delivered over the last 3 years achieved EPC B or above (2020/21 -734 units, 2021/22 - 1,136 units, 2022/23 - 1,180 units).
- 3.6. See point 2.2.
- 3.7. We are working with BoKlok to deliver modular homes and are anticipating delivering our first 72 apartments at Fulbeck Avenue during financial year 2023/24. All homes, included in metric, delivered to date are timber frame.
- 3.8. This year we have upgraded charging points at our offices. A further 28 charging points will be installed at the properties of our operatives within financial year 2023/24 in preparation for delivery of new electric vehicles.
- 3.9. Electric vehicles to join our fleet will be delivered during the first half of 2023/24 financial year.
- 3.10. Our new lease agreement that we have entered this year assumes 8% of our new fleet will be electric (28 vans out of 350).

4. External review

Sustainalytics has provided a Second Party Opinion on the Use of Proceeds table and the reporting requirements outlined in the Framework.

► A link to the Second Party Opinion is available [here](#).



Conclusion

Despite the challenges we've encountered, we've remained focused on our long-term objectives and the need for continual progress. Our actions over the last 12 months highlight the positive steps we've taken and the impact we've created through providing more homes, supporting our customers to have brighter futures and reducing our carbon footprint. All this could not have been achieved without transparent and strong governance, effective leadership, and a talented workforce.

We're committed to making further progress over the coming financial year and to seeing our future success underpinned by our strong ESG story.

If you're interested to find out more about our work, our website has regular news and updates. We're always keen to hear from people who are committed, like we are, to supporting others and to helping change lives – if this is you, please get in touch.

Stay in touch

