



ESG Summary Report

2022/2023



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ESG Report

This report looks at Magenta Living's environmental, social and governance (ESG) highlights from 1 April 2022 to 31 March 2023. We aim to be open, honest and transparent with our investors and this report demonstrates how we are taking our responsibilities as a social landlord seriously, by ensuring we are meeting the criteria set by the Sustainability Reporting Standard for Social Housing (SRSSH). We have responded to each issue in the order published by SRSSH.

The ESG Report has 12 core themes and 48 criteria which align with standards in the United Nations' Sustainable Development Goals, the Global Reporting Initiative, the Sustainability Accounting Standards Board, the International Capital Markets Association and Loan Markets Association.

If you have any questions or queries about the content of this report, please contact the Communications Team on communications@magentaliving.org.uk

Ann Monk,
Executive Director of Finance



The 12 core themes are:

Social

- Affordability and Security
- Building Safety and Quality
- Resident Voice
- Resident Support
- Placemaking

Environmental

- Climate Change
- Ecology
- Resource Management

Governance

- Structure and Governance
- Board and Trustees
- Staff Wellbeing
- Supply Chain



Social



Affordability and Security

C1. For properties that are subject to the rent regulation regime, report against one or more Affordability Metric.

1) Rent compared to median private rental sector (PRS) rent across the Local Authority

2) Rent compared to Local Housing Allowance (LHA)

Magenta Living operates across several Local Authority areas, but the majority of our homes are in Wirral. We have, therefore, compared our average weekly rent against the average weekly rent across all homes for Wirral. We have used data supplied by the Office of National Statistics – Private Rental Market Summary.

The average weekly private market rent for Wirral is £141.78 and the average Local Housing Allowance is £120.82 which compares to the Magenta Living average weekly rent of £97.97. The private market rent for Wirral has been based on our Bamboo properties and the Magenta Living social rent has been based on an average of the weekly passing rent.

C2. Share, and number, of existing homes (homes completed before the last financial year) allocated to:

General needs (social rent)	9,347
Intermediate rent	7
Affordable rent	1,455
Supported housing	0
Housing for older people	1,776
Low-cost home ownership	49
Care homes	0
Other	4
Private rented sector	113*

*We lease 113 properties from Bamboo Estates LLP who then let these through the private rented sector. These units are reflected as investment properties and so are not included in Magenta Living's property stock (totalling 12,638 units).

C3. Share, and number, of new homes (homes that were completed in the last financial year), allocated to:

General needs (social rent)	1**
Intermediate rent	0
Affordable rent	25
Supported housing	0
Housing for older people	0
Low-cost home ownership	10
Care homes	0
Private rented sector	0

** The additional general needs unit reflects growth by acquisition (a buy-back) rather than growth via development.

C4. How is the housing provider trying to reduce the effect of fuel poverty on its residents?

This year Magenta Living retained our SHIFT (Sustainable Homes Index for Tomorrow) Gold accreditation, something we are extremely proud of, as we are only one of thirteen landlords nationally to achieve this status.

SHIFT (Sustainable Homes Index for Tomorrow) Gold accreditation



In addition to this, we're currently installing External Wall Insulation to 99 homes as part of Government's Wave 1 Social Housing Decarbonisation Funding scheme.



We have secured a group funding bid of over £11million from the Government's Wave 2.1 Social Housing Decarbonisation Funding, of which Magenta Living's part will be circa £1.6million to deliver sustainable improvements to over 160 homes in two of our 21 Wirral neighbourhoods, Birkenhead North and Rock Ferry.

We have also widely shared fuel poverty awareness resources with all colleagues including direct training with our Climate Champions.

To support our customers in response to the emerging cost of living crisis, we embarked on a series of Cost-of-Living Roadshows. These consisted of teams from across Magenta, supported by community partner organisations, actively reaching out to our customers to offer support and advice.

The response from customers to the roadshows was excellent and the pilots were extended to incorporate other priorities such as high-rise building safety and damp and mould consultations.

We use a 'Community Insight' tool to be able to obtain Office of National Statistics (ONS) local and national fuel poverty trend data. This is to target neighbourhood fuel poverty trends with retrofit initiatives and BEIS/Government funding applications.

Finally, we have an affordable warmth strategy that takes account of four key areas:

- Bills
- Income maximisation
- Home energy efficiency
- Resident behaviour

All of these have accountable teams, actions and measurables inclusive of local, national and international science-based targets to ensure maximal accountability and transparency.

C5. What % of rental homes have at least a 3 year tenancy agreement?

The percentage of rental homes having at least a 3 year tenancy agreement is 92.2% - 11545 rental homes out of 12522.



Building Safety and Quality

C6. What % of homes with a gas appliance have an in-date, accredited gas safety check?

As of 31 March 2023, we had 99.98% of homes with an in-date accredited gas safety check.

99.98%

homes with in-date accredited gas safety check



C7. What % of buildings have an in-date compliant Fire Risk Assessment?

100% of our buildings have an in-date accredited Fire Risk Assessment.

100%

of our buildings have an in-date accredited Fire Risk Assessment



C8. What % of homes meet the Decent Homes Standard?

Magenta Living is 100% compliant with the Decent Homes Standard.

100%

compliant with the Decent Homes Standard.



Resident Voice

C9. What arrangements are in place to enable the residents to hold management to account for provision of services?

Magenta Communities Committee headlines the commitment to customer scrutiny of our services. The Committee is a formal Sub-Committee of our Board and comprises customers, Board Members and independent members, with a customer majority and customer chairperson.

This Committee ensures customer views are taken into account by Board and colleagues. They scrutinise all customer-facing services as well as any significant strategic or operational policies which will impact customers. In addition, they oversee Magenta Living's social impact and community investment.

On a more local basis, a system of customer block champions are supported to assess standards within our blocks of flats and regularly feedback about standard of cleaning and repairs within communal areas in both high and low rise blocks.

Magenta Connect is our online engagement platform for customer interaction and review of our services and has been growing steadily as another strand of our involvement approach. The platform was recognised as 'compliance plus' by the assessor of Customer Service Excellence and extends our engagement reach into the digital sphere.



C10. How does the housing provider measure Resident Satisfaction and how has Resident Satisfaction changed over the last three years?

We conduct a range of customer satisfaction surveys to better understand customer perceptions of service quality generally, and recent customer experience of specific service delivery at a transactional level. We have completed the housing association sector standardised "STAR" customer satisfaction survey at a minimum of every two years and will be completing the annual Tenant Satisfaction Measures as required by the Regulator of Social Housing.

We have submitted and had the 2022/23 benchmarking data validated. We will receive the results compared to our current peer group (based on our peers who have declared and validated STAR results on HouseMark) when results are available.

In addition to the Tenant Satisfaction Measures, we conduct a number of transactional surveys covering the following topics:

- Satisfaction with Contact Centre service delivery
- Satisfaction with all aspects of repairs service (responsive, cyclical and planned maintenance)
- Complaints handling and outcome
- Anti-social behaviour case management and outcome
- Older persons and extra care services

Performance is monitored by service managers and any expressions of dissatisfaction are followed up to understand the causes for this. Survey results are reviewed by management to identify lessons to be learned and to inform improvements to services.

C11. In the last 12 months, how many complaints have been upheld by the Ombudsman? How have these complaints (or others) resulted in change of practice within the housing provider?

During the last 12 months, we have had four complaints upheld - details of these below. It is worth noting that during the same period we received a further four determinations from the Housing Ombudsman where no service failures or maladministration were identified.

CASE 1

This investigation identified that Magenta Living's decision not to repair a dividing fence was never communicated back to the resident. Property Care have since implemented a process step whereby, following any referral raised by a technician to review a fencing decision, one of the technical supervisors will contact the resident to confirm our decision and the next steps.

CASE 2

No compensation had been offered to the customer for repairs which were not completed to an acceptable standard and which led to a leak in the property. The outcome of this determination was shared with relevant stakeholders and has been discussed in the Customer Experience Team to ensure that if Magenta Living is admitting any degree of liability for a service failure, and particularly in damage to property, that an appropriate level of compensation is considered. This can be offered at either stage 1 or stage 2 of the process depending on the evidence available and will often reduce the risk of the complaint escalating to the Ombudsman.

CASE 3

This case highlighted that by following the current access process, a job was cancelled after one attempt to complete an inspection of the loft space. We are in the process of piloting a new "no access" process to ensure that jobs are not prematurely cancelled if they pose any perceived risk to our residents, our properties or our reputation. We have also introduced a "complaints aftercare" process and tracker to ensure that actions agreed as part of a complaint

resolution are closely monitored through completion and that bespoke approaches to issues such as access can be considered on an ad-hoc basis.

CASE 4

This investigation stemmed from the fact that Magenta Living initially declined to deal with a resident's concerns via its complaints procedure because it made reference to legal documentation. We have since revised our internal procedure for complaints which reference legal proceedings including those where the pre-action protocol has already been invoked. This means it is much less likely that any similar complaint would be declined in the future. The complaints policy is also due for review this year and the exclusions will be reviewed in line with the latest guidance from the Housing Ombudsman.



Resident Support

C12. What support services does the housing provider offer to its residents. How successful are these services to improving outcomes?

Each year Magenta Living publishes an Annual Social Value Statement, as part of our annual reporting process, to measure the impact of community investment within local neighbourhoods.

The Statement is reported to Magenta Communities Committee, a resident majority Sub-Committee of our Board, to ensure customers oversee the impact within our communities. We use 'Wellbeing Valuation' methodology based upon the HACT (Housing Associations Charitable Trust) UK Social Value Bank to ensure a consistent and industry standard assessment is calculated.

There are 5 priorities of the Committee: Employment, Skills, Enterprise and Education; Community Support; Providing Community Facilities; Health and Wellbeing; and Environmental Impact.

An annual action plan sets out objectives under each priority.

By way of example, our employment support outlines partnerships with:

- a training provider, gym and nutritionist to deliver our "Inspiring Dreams" motivational project
- a young people's organisation to look at engaging young people in business start-ups
- the Cradle to Career project which challenges issues of long-term unemployment and educational under-achievement in one neighbourhood
- a creative hub which supports the development of small and micro-enterprises and partner organisations supporting the development of digital skills in local venues.



In terms of health projects, we partner with:

- a smoking cessation service
- an award-winning mental health charity
- a women’s organisation supporting victims of domestic violence
- a social enterprise that provides engagement for those with disabilities and additional needs

Our Cost-of-Living roadshows, which provide support to those affected in the crisis alongside other pertinent issues such as damp and mould, high rise fire safety, accessing affordable food and essentials and energy advice and vouchers have been awarded ‘compliance plus’ status by the assessor of Customer Service Excellence.

As a community based social landlord, sustainable neighbourhoods are a key part of what we are aiming to achieve. Using wellbeing valuation to measure the social value of Magenta Living’s work in neighbourhoods, during 2022/23 we created a social value of:



Social Value
£21,281,753.00*

For more information, please refer to our latest Magenta Communities Social Value Statement on our website www.magentaliving.org.uk/annual-reports



Placemaking

C13. Provide examples or case studies of where the housing provider has been engaged in placemaking or placeshaping activities.

The North End of Birkenhead neighbourhood has been identified as one of the most challenging neighbourhoods within the Liverpool City Region. Alongside our housing commitment to regenerate parts of the neighbourhood by selective demolition, re-structure and new build provision we have played a significant role in the Cradle to Career project.

Cradle to Career addresses inter-generational worklessness within the neighbourhood by looking at educational attainment, community support and statutory, community and voluntary support.

The project has made significant impacts, despite being somewhat hampered by the Covid19 pandemic and clear and demonstrable gains have been made in measurable factors such as educational attainment in local schools. Social housing is a significant partner in the project and we sit alongside several organisations as a committed partner organisation.

We are also recognised by Wirral Council as an Anchor Institution and key stakeholder, working closely with them to help plan and deliver aspirational improvements within the Birkenhead Regeneration Framework. We already have a significant presence in Seacombe, being the largest provider of rented accommodation in the area, and we wish to develop Seacombe as an example of a regeneration scheme delivering holistic placemaking. Proposals are being developed for the adjacent Town Hall quarter which will breathe new life into the surrounding area with increased community usage of the Town Hall, much needed new homes and funding identified for a new primary school.

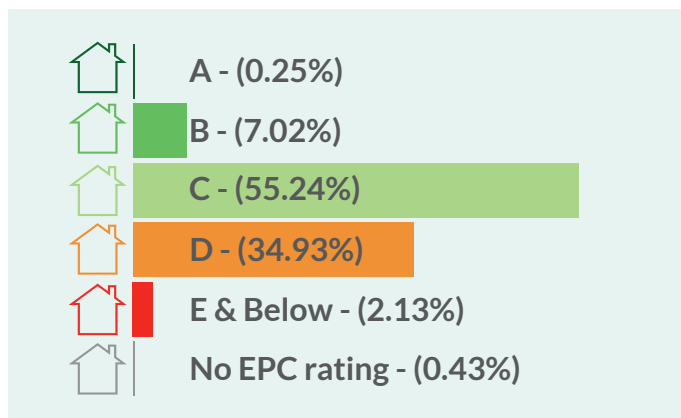


Environmental

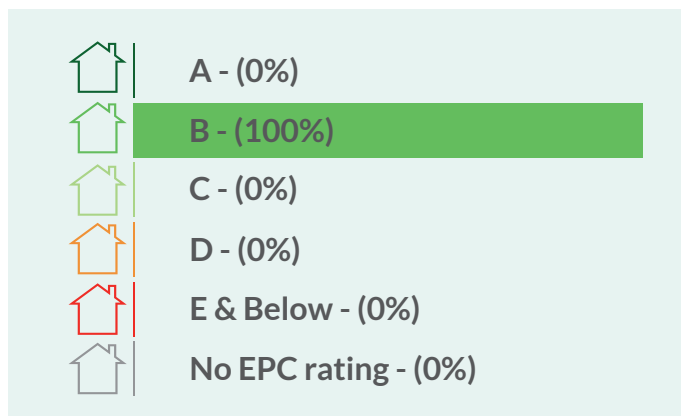


Climate Change

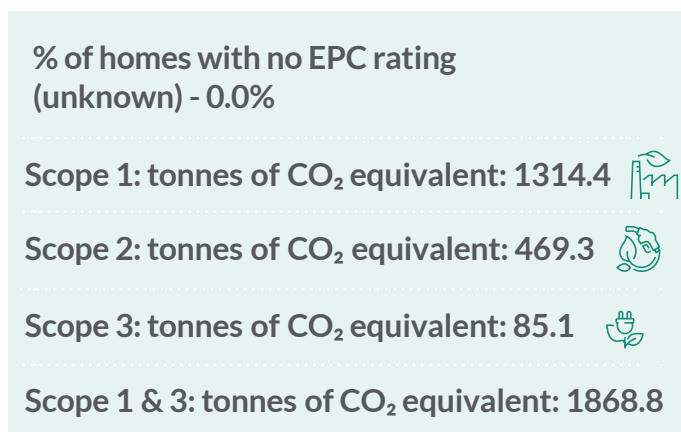
C14. Distribution of EPC ratings of existing homes (those completed before the last financial year)



C15. Distribution of EPC ratings of new homes (those completed in the last financial year)



C16. Scope 1, Scope 2 and Scope 3 greenhouse gas emissions



What energy efficiency actions has the housing provider undertaken in the last 12 months?

We are in year three of our Climate Change Strategic Framework to deliver nearly 50 actions over a 30-year period, in three incremental stages.

Existing Homes/Retrofit

We have increased the survey coverage of our stock, to assist in this, we have obtained thermal imaging capabilities to increase our stock accuracy and as part of our climate resident engagement. We have obtained modelling software in the form of IRT DREAm, to make more intelligent decisions and show better value for money in modelling our stock improvement works. 2022/23 saw the retrofitting of homes inclusive of loft insulation and LED lighting to increase properties to at least 2030 standard (SAP69 EPC C). We commenced Social Housing Decarbonisation Funding Wave 1 delivery to retrofit 99 homes in high fuel poverty areas with External Wall Insulation, bringing properties up to the 2030 standard. Alongside this, we have commenced with Affordable Warmth Strategy which will tackle bills, income, retrofit and behaviour to ensure sustainable homes, neighbourhoods and lives.

Offices/Operations

We have looked at energy reduction via a decarbonisation plan for internal offices/operations. This has looked at onsite energy generation, tariff choices, green IT infrastructure, green procurement and even sustainable supply of goods for the organisation. Outside of the office, we have also undertaken a five-year procurement of electric vans inclusive of EV charging infrastructure for the organisation to reduce carbon.

We have started to undertake carbon literacy training amongst our colleagues. This includes 100% of our Board and the Executive Leadership Team being trained to ensure green thinking/carbon awareness is a positive internal cultural movement. We plan to have internal trainers and obtain carbon literate organisational status shortly.

New Developments

We have built 58 homes this year all at least an EPC B rating (SAP 83).

C18. How is the housing provider mitigating the following climate risks:

- Increased flood risk
- Increased risk of homes overheating

We currently obtain flood and overheating area risk information from both the Environmental Agency and sector sustainability accreditation body, SUSSHousing/SHIFT. We have been identified as being at low risk. We have just obtained GIS (Geographic Information System) software (MAPInfo) to be able to do this directly and provide a further layer of situational risk assessment within all decision making at any given time as opposed to annually. Alongside this, we will look at flood risk/overheating action plans for our stock utilising up to date information as we go.

C19. Does the housing provider give residents information about correct ventilation, heating, recycling etc. Please describe how this is done.

Our website contains extensive details of our approach to repairs and maintenance. It includes information and advice on condensation and ventilation. Our tenant newsletter contained advice on how our customers can help mitigate condensation, damp and mould. This is also aligned to our Damp and Mould Policy and Procedure. The newsletter also has articles in relation to our Climate Change Framework and how tenants can improve recycling rates.



C20. How is the housing provider creating green space and promoting biodiversity on or near homes?

We have 3,018 trees and have an active three-year planned tree maintenance programme which includes replacing poor performing trees via survey (three yearly).

Our recent survey identified 120 trees for removal. We have planted 60 trees and will plant a further 120 trees over the next 2 years to increase by 6%. We are working with the Woodland Trust and Local Authority to base our efforts in line with wider community greenspace plans and have taken advantage of the LA Urban Tree Challenge Fund to hit our targets. We have done this to increase our air quality, ecology and biodiversity alongside our partners within the Woodland Trust and Local Authorities.

Through our Climate Portal and social media channels, we also inform residents of our greenspace efforts, where our Environmental Services Team is actively taking a lead on numerous growing initiatives. We also incorporate science based targets from our SHIFT accreditation and National Design Guide resulting in a target of 19% of all new development space to incorporate green space.

C21. Does the housing provider have a strategy to actively manage and reduce all pollutants? If so, how does the housing provider target and measure performance?

We use COSHH to minimise any potential pollutants. We do plan to develop a strategy in the near future. Our van fleet is moving from cat 5 to cat 6 diesel engines, which focuses on reducing Nitrogen Oxide and other air pollutants.



Resource Management

C22. Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building works? If so, how does the housing provider target and measure performance?

Yes, we have a senior leader approved strategy for Property Care working with our partner Travis Perkins. All suppliers and products available from Travis Perkins have undergone Environmental and Social Responsibility assessment to ensure responsible sourcing.

This assessment includes legislative compliance, product resource minimisation, recycled packaging and local community consideration.

Timber also has enhanced material checks including the need for it to be certified from both the Programme for the Endorsement of Forest Certification (PEFC) and the Forest Stewardship Council (FSC) before use.

We are working with our Facilities Management and Development teams to look at a holistic strategy across the organisation.

C23. Does the housing provider have a strategy for waste management incorporating building materials? If so, how does the housing provider target and measure performance?

We are working with our current waste contractor, Butlers, to create this. Similarly, all elements of waste collection are now procured to have transparent elements around waste disposal as standard. Whilst we currently measure performance and set targets via our externally verified ISO14001 return for both offices and operations, we are developing a written strategy to show strategic commitment to our current operational standards. This strategy will have clear accountable targets and performance monitoring.

C24. Does the housing provider have a strategy for good water management? If so, how does the housing provider target and measure performance?

Offices/workplaces

Currently we have a programme of inspections and testing in place which ensures that the water quality in our workplaces is safe. In addition, we also take readings and monitor the volume of water used on a month-by-month frequency to look at trends. Where high water usage is identified, an investigation will be undertaken to determine the high level of usage. All outlets have water saving features including half and full flush systems and tap aerators.

Domestic Stock

Where appropriate, we have in place a programme of inspection and testing where we have shared water storage which includes risk assessments and water temperature testing. This is monitored on a weekly basis to ensure compliance and that systems are safe.

Regarding customers' individual homes, we are embarking on carrying out legionella risk assessments across a selection of homes as well as providing water safety literature which is available on our website.



Governance



Structure and Governance

C25. Is the housing provider registered with a regulator of social housing?

As a Registered Provider of social housing and being in receipt of funds from Homes England, Magenta Living is required to register with the RSH. Registration number is L4435.

C26. What is the most recent viability and governance regulatory grading?

Our current regulatory grading is G1/V1.

C27. Which Code of Governance does the housing provider follow, if any?

We follow the National Housing Federation 2020 Code of Governance.

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

As a registered provider Magenta considers itself a not-for-profit organisation, however profits made are reinvested into the business to achieve its charitable objectives, there are no shareholders.

C29. Explain how the housing provider's board manages organisational risks.

The Board's approach to managing risk is set out in our Risk Management and Business Assurance Framework. This framework is owned by the Board and is reviewed annually to ensure it accurately reflects the Board's risk management and assurance approach, and that it continues to reflect best practice. The framework establishes:

- Our risk management objectives and outcomes
- The Board's risk appetite statement (reviewed by Board annually)

- Risk maturity and desired risk culture roles and responsibilities. Roles and responsibilities (including the roles of Board and our Group Audit and Risk Committee, the operation of management business assurance, internal audit and external audit)
- Risk Registers (we maintain and regularly review a suite of strategic and operational risk registers)
- Risk exposure and risk assessment (including scenario planning, stress testing and mitigation planning for risks to our financial viability)
- Risk definition, prioritisation and escalation. The Board retains overall responsibility for our risk management approach.

Responsibility for gaining ongoing assurance about the effective management of risk and the effective operation of systems of internal controls is in part delegated to our Audit and Risk Committee (ARC). Amongst other things, ARC has responsibility for recommending the approval of our internal and external auditors, approving our strategic internal audit plan and the annual internal audit programmes, also gaining assurance as to the effective implementation of management actions to address risks identified by our internal audit programme.

We follow the National Housing Federation 2020 Code of Governance



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

We have had no adverse regulatory findings in the last 12 months.



Board and Trustees

C31. What are the demographics of the board? And how does this compare to the demographics of the housing providers residents? Add commentary if useful.

The Board acknowledges that it is not currently representative of its residents and continues to improve its diversity through recruitment and succession.

Current Board details:

What % of the board are women?

36% are women

What % of the board are BAME?

0% are BAME

What % of the board have a disability?

0% have a disability

53 Average age of the board

6 Average tenure of the board

Customer details*:

What % of residents are women?

66% are women

What % of residents are BAME?

2.2% are BAME

What % of residents have a disability?

13% have a disability

54 Average age of residents

* Our customers are not obliged to provide us with this information and therefore this data is correct based on the information we hold.

Our Board of Directors -



Ged Lucas - Chair



Anne-Louise Gilmore - Chair of Assets and Developments Committee



Myles Edwards - Senior Independent Director



Paul McGrady



Liam Kelly - Chair of People and Culture Committee



Jules Booker



Steve Allcock



Mike Riley



Mike Turner

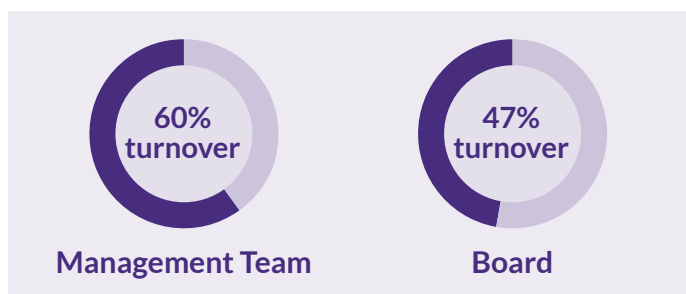


Ann-Marie Spencer



Susan Goodman - Chair of Audit and Risk Committee

C32. What % of the board and management team have turned over in the last two years? Add commentary if useful.



C33. Is there a maximum tenure for a board member? If so, what is it?

The maximum tenure is six years. In extenuating circumstances this can be extended by additional one-year increments up to a maximum of three additional years, not exceeding nine years in total.

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

100% of the Board are non-executive directors. A unitary Board has previously been considered but not adopted.

C35. Number of board members on the Audit Committee with recent and relevant financial experience?

There are two Board Directors on the Audit and Risk Committee with recent and relevant financial experience.

One is FCCA qualified and one is CPFA, both are currently Executive Director of Resources at a registered provider.

C36. Are there any current executives on the Remuneration Committee?

There are no executives on the People and Culture Committee (as we call the Remuneration Committee).

C37. Has a succession plan been provided to the board in the last 12 months?

No. There has been some recent turnover in the senior leadership team, there is no anticipated turnover. A report will be presented in 2024.

C38. For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?

As at 31 March 2023 our current external auditor has been in place for 4 years 4 months. Currently the external audit contract is out for tender.

C39. When was the last independently-run, board-effectiveness review?

The last review was in 2021. The next independent review is due 2024. Independent reviews are undertaken at least every three years.

C40. Are the roles of the chair of the board and CEO held by two different people?

Yes. Both roles have written job descriptions setting out roles and responsibilities.

C41. How does the housing provider handle conflicts of interest at the board?

A Code of Conduct is in place detailing Conflict of Interest requirements - fundamental or material conflicts would be determined by the Board on a case by case basis. There is a declaration of interest process in place.



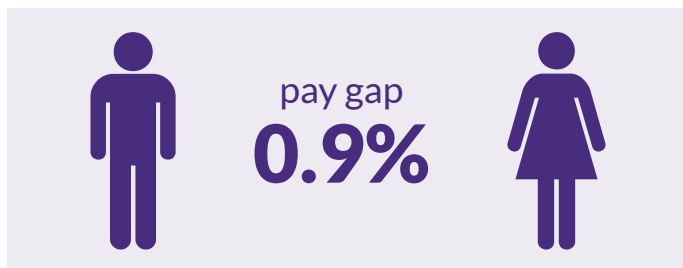
Staff Wellbeing

C42. Does the housing provider pay the Real Living Wage?

Yes, we pay more than the real living wage.

C43. What is the gender pay gap?

The gender pay gap is 0.9%



C44. What is the CEO-worker pay ratio?

Our Chief Executive to employee median pay is 4.85:1.

C45. How does the housing provider support the physical and mental health of their staff?

We have a number of initiatives. We have mental health first aid trainers who are based in the office and out in the field. We have staff networks which give colleagues a safe space in which to have conversations and raise any issues.

We offer a number of varied social activities such as lunch time gatherings and walking tours. We have a subsidised gym on site for colleagues.

We also offer a paid healthcare cash plan and in this plan our colleagues can gain support, advice and counselling sessions.

C46. Average number of sick days taken per employee?

Our average number of sick days is 7.6 days.



C47. How is Social Value creation considered when procuring goods and services?

We recognise the responsibility we have to local communities and the potential social impact we may achieve through procured projects. To maximise these opportunities, we ensure that internal policies and procedures do not discriminate against smaller/local potential suppliers including social enterprises, and actively seek to include methods of reducing barriers faced by such organisations when responding to procurement opportunities.

Such methods may include:

- Consideration of dividing contracts into 'Lots' where it is deemed to provide best value for money
- Use of e-tendering solutions to minimise tendering costs/time and resource in completing responses
- Simplification of procurement documentation and processes to make the process less burdensome and bureaucratic
- Requesting proof of value indemnities/self-certified information such as accounts,SSIP accreditation etc. from the successful bidder only, prior to contract award
- Consider value for money in terms of whole life costs and not simply the initial cost of acquisition.

When procuring larger services/works/goods contracts, either directly or via frameworks, at the outset when considering designing the service requirements, Magenta Living colleagues seek to leverage social benefit and incorporate ways within the service delivery to improve the economic, environmental and social wellbeing of the area and the people who live and work there, in line with our aim of building sustainable communities.

For example, where deemed appropriate and proportionate to do so, consideration is given to seeking the provision of apprenticeships and/or employment/ training/volunteer opportunities within the local community as part of the specification/contract conditions. All such requirements should be directly relevant to the nature of the contract provision and proportionate.

C48. How is Environmental impact considered when procuring goods and services?

We recognise the benefits of integrating environmental factors into the procurement processes by minimising the consumption of non-renewable resources, procuring goods and services/works which are the least harmful to the environment and promoting best practice with regards to procurement and sustainability.

To maximise these opportunities, we:

- Establish policies and guidelines that minimise the use of products or methods with a significant adverse environmental impact
- Include environmental considerations in all specifications, where appropriate and proportionate and directly relevant to the contract delivery
- Work with suppliers to improve their environmental performance
- Learn from and share with others our experiences and best practice regarding sustainable procurement.





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