

Empowering change... **one step** at a time



Welcome...

To our ESG Report

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Hello, I'm Wayne Cole, Chief Compliance and Sustainability Officer

My role means I'm responsible for making sure Magenta remains at the forefront of service quality standards. We have made a significant impact in advancing our sustainability initiatives and ensure compliance with industry standards.

This ESG Report demonstrates the positive social and environmental impact we have made towards achieving our purpose and vision and how we're doing the right thing for our customers and wider communities.

“ I would like to take this opportunity to thank my colleagues at Magenta Living for their contribution towards making a bigger difference.”



Environmental

Climate Change



C1 - a) Distribution of EPC ratings of existing homes
(those completed before the last financial year).



Homes rated A
0.08%



Homes rated B
6.91%



Homes rated C
59.17%



Homes rated D
31.99%



Homes rated E
or worse
1.85%



Homes without
an EPC rating
0.01%

C1 - b) Average SAP rating of existing homes
(those completed before the last financial year).

Average Rating: 74

C1 - c) Energy use intensity of existing homes
(those completed before the last financial year).

N/A

C2 - a) Distribution of EPC ratings of new homes
(those completed in the last financial year).



Homes rated A
10%



Homes rated B
90%



Homes rated C
0%



Homes rated D
0%



Homes rated E
or worse
0%



Homes without
an EPC rating
0%

C2 - b) Average SAP rating of new homes
(those completed before the last financial year).

Average Rating: 85

C2 - c) Energy use intensity of new homes
(those completed before the last financial year).

N/A

C3 - a) Does the housing provider have a Net Zero target and strategy? If so, what is it, and when does the housing provider intend to be Net Zero by?

Yes, Magenta Living is committed to becoming a net-zero organisation by 2050, which is in line with government-set targets.

We will achieve this by making sure that the energy used in our customer's homes does not contribute to greenhouse gas emissions, by eliminating the use of fossil fuels for space, water heating and cooking.

We are also planning to introduce a fully electric vehicle fleet to support our strategy.

C3 - b) Is the housing provider's net zero commitment in line with the Science Based Target (SBT) initiative?

Yes

C3 - c) Does the housing provider have a costed net zero transition plan?

Yes

We're committed to becoming net-zero by **2050**

C4 - a) What retrofit activities has the housing provider undertaken in the last 12 months in relation to its housing stock?

How do these activities align with, and contribute towards, performance against the housing provider's Net Zero strategy and target?

Building on the energy efficiency retrofit works completed in the previous financial year (2023/24), we have continued to deliver our comprehensive retrofit programme. This programme, funded by the Social Housing Decarbonisation Fund (SHDF) Wave 2, saw the enhancement of an additional 86 homes. The programme incorporated a range of measures and installations, including External Wall Cavity, Cavity Wall Insulation, Air Source Heat Pumps and Solar PV.

We also had the capacity to utilise a proportion of the unspent grant within the Liverpool City Region consortium, allowing the SHDF Wave 2 programme to be extended. This will allow a further 61 homes to be enhanced within the 2025/26 financial year using government grant funding.

The work completed within these retrofit programmes boosted the properties' Energy Performance Certificates (EPC) to at least a C rating.

During this financial year, we also secured grant funding from the government's Warm Homes Fund, to deliver sustainable energy efficiency improvements to our homes through a £2.4m project. This was a result of submitting a successful bid through the Liverpool City Region consortium.

The homes identified for this project are those with an EPC rating below C, located in some of the highest areas of fuel poverty, and characterised by low income.

All the measures we have installed and plan to install under the new retrofit programmes are designed to significantly enhance the energy efficiency of these homes. This, in turn, will improve the overall living quality and reduce energy costs for our customers, thereby playing a crucial role in reducing fuel poverty in these communities.

C4 - b) Number of homes that have been retrofitted in the last financial year.

86

C4 - c) Homes that have been retrofitted in the last financial year as a percentage of the total homes the housing providers are aiming to retrofit.

2.3%



C5 - a) Green House Gas emissions

Scope 1, Scope 2, Scope 3, Green House Gas emissions

Scope 1: Tonnes CO2 equivalent	440.89
Scope 2: Tonnes CO2 equivalent	525.44
Scope 3: Tonnes CO2 equivalent	21,498.16
Scope 1, 2 & 3: Total Tonnes CO2	44,928.98

Scope 1, Scope 2, Scope 3, Green House Gas emissions per home

Scope 1: Tonnes CO2 equivalent/home	0.03
Scope 2: Tonnes CO2 equivalent/home	0.04
Scope 3: Tonnes CO2 equivalent/home	1.70
Scope 1, 2 & 3: Total Tonnes CO2 equivalent/home equivalent	1.77



C5 - b) Does the housing provider qualify for SECR reporting?

Yes

C5 - c) SECR Intensity Ratio for Total emissions (Scope 1 & 2).

Information not available

C6 - How has the housing provider mapped and assessed the climate risks to its homes and supply chain, such as increased flood, drought and overheating risks? How is the housing provider mitigating these risks?

We have conducted a flood risk analysis of its offices and properties, using information obtained from the Environmental Agency and our Geographic Information System (GIS) software. This information is reviewed annually for the Sustainable Homes Index for Tomorrow (SHIFT) accreditation submission.

As part of this review, we have been identified as being at a low risk for flood and overheating. However, we will continue to monitor the information we hold on the GIS software and create actions with mitigations where and when necessary, outside of this annual review.

Ecology

C7 - a) Does the housing provider have a strategy to enhance green space and promote biodiversity on or near homes? If yes, please describe, with reference to targets in this area.

If no, are you planning on producing one in the next 12 months?

Whilst we will always seek to optimise green space that supports our customers' well-being, we do not have a specific strategy to enhance green space and promote biodiversity. New housing developments will meet the local planning requirements for Biodiversity Net Gain (BNG). Planning requirements in the areas we operate mandate a 10% gain in BNG.

C7 - b) Biodiversity Net Gain (BNG) of new homes (those completed in the last financial year).

Information not available

C7 - c) What is the housing provider's Biodiversity Net Gain target for new homes?

10%

C7 - d) Does the housing provider's BNG target exceed minimum requirements?

No

C8 - Does the housing provider have a strategy to identify, manage and reduce pollutants that could cause material harm? If so, how does the housing provider target and measure performance?

No, but we're planning to develop one.

We are committed to maintaining a safe and healthy environment for all our stakeholders and will produce a Waste Pollution Reduction Strategy, which will be launched following the circulation and finalisation of the action plan relating to the Sustainability and Decarbonisation Strategy.

The Waste Pollution Reduction Strategy will outline our plans to identify, manage, and reduce pollutants that could cause material harm. At present, we use COSHH to minimise any potential pollutants. 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



C9 - Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building and repairs works? If so, how does the housing provider target and measure performance?

Yes - there is a formal strategy in place, and performance is monitored through regular reports being received from suppliers.

100% of materials are from responsible sources.

C10 - Does the housing provider have a strategy for waste management incorporating building materials? If so, how does the housing provider target and measure performance?

No, but we're planning to develop one.

We will produce a Waste Management Strategy, which will be launched following the circulation and finalisation of the action plan relating to the Sustainability and Decarbonisation Strategy. The Waste Management Strategy will outline our plans to manage and reduce carbon through our waste management contracts.

We have contracts in place to monitor recycling and landfill volumes, which are reported monthly. A Contract Management Plan is being finalised to supplement management's regular meetings.

93% of materials that are recycled and/or diverted from landfill.

C11 - Does the housing provider have a strategy for water management? If so, how does the housing provider target and measure performance?

Yes. Performance is measured via an internal matrix. This covers all aspects of water safety requirements, such as Legionella Risk Assessments, PPM and Remedial actions.

Social



Affordability and Security

C12 - For properties that are subject to the rent regulation regime, report against one or more

Affordability Metric:

- 1) Rent compared to average private rental sector (PRS) rent across the relevant Local Authority.
- 2) Rent compared to the relevant Local Housing Allowance (LHA).

% of PRS rent (e.g. 80%)

% of LHA rent (e.g. 90%)

N/A

90.3%



C13 - Share, and number, of existing homes (owned and/or managed) completed before the last financial year allocated to:

% & number of General Needs (social rent) units	72.7% / 9,288
% & number of Intermediate Rent units	0.1% / 19
% & number of Affordable Rent units	11.9% / 1,524
% & number of Supported Housing units	0.6% / 81
% & number of Housing for Older People units	13.8% / 1,767
% & number of Low-cost Home Ownership units	0.7% / 91
% & number of Care Home units	n.a
% & number of Private Rented Sector units	n.a
% & number of Other units	n.a

C14 - a) Share, and number, of new homes (owned and/or managed) that were completed in the last financial year, allocated to:

% & number of General Needs (social rent) units	n.a
% & number of Intermediate Rent units	23.6% / 13
% & number of Affordable Rent units	38.2% / 21
% & number of Supported Housing units	n.a
% & number of Housing for Older People units	38.2% / 21
% & number of Low-cost Home Ownership units	n.a
% & number of Care Home units	n.a
% & number of Private Rented Sector units	n.a
% & number of Other units	n.a

C14 - b) Number homes disposed of in the last 12 months, by tenure type.

80 total

made up of:

- 12** Secure / Enhanced
- 10** Assured / Affordable
- 5** Other
- 6** Affordable Rent
- 13** PRS Bamboo
- 13** Rent To Buy
- 21** Shared Ownership



C15 - How is the housing provider trying to reduce the effect of high energy costs on its residents?

We are taking multiple steps to reduce the impact of high energy costs for our customers. We are using government and energy company funding, such as SHDF/WH:SHF, to implement energy efficiency measures within its existing properties. This includes retrofit and planned works, such as installing energy-efficient technologies, improving insulation systems, installing low carbon heating systems and utilising smart energy management systems. These measures aim to reduce energy use within customer's homes, thereby lowering their energy bills.

Additionally, these measures also support our strategic goal of achieving EPC C+ in 100% of our existing homes by 2030.

We have committed that our new build homes will have an EPC B+ rating, to further reduce the impact of high energy costs for our customers.

Additionally, we are providing customers with energy-saving tips, vouchers, and advice through social media channels, face-to-face interactions, and community roadshows to help them lower their energy consumption and reduce costs. Our overall aim is to create more sustainable and affordable living environments for all our customers.



100% EPC-C or above by 2030

C16 - How does the housing provider provide security of tenure for residents?

Over 90% of our customers have assured lifelong tenancies. We provide wrap-around support tailored to customer's needs to help them sustain their tenancy. Our Income Advice Team help customers to maximise their income and provide welfare support. We work closely with external partners including Citizens Advice, local authorities, and energy suppliers to ensure a tailored approach is offered to customers based on individual circumstances. Through the year we claimed £2.8m in benefits and grants for 950 customers.

Over 90% of customers have assured lifelong tenancies

Building Safety and Quality

C17 - Describe the condition of the housing provider's portfolio, with reference to:

% of homes (with gas safety checks)	100%
% of homes (with fire risk assessments)	100%
% of homes (with electrical safety checks)	100%
% of homes (with asbestos checks)	100%
% of homes (with legionella assessments)	100%
% of homes (with lift safety checks)	98% *at the start of March 2025, now at 100%

100%
of homes
with gas
safety checks

100%
of homes
with fire risk
assessments

100%
of homes
with electrical
safety checks



C18 - a) What % of homes meet the national housing quality standard?

99.99%



One property failed decent homes due to severe damp and mould discovered on **31st March 2025**. This property has now had remedial works completed to address the issues in line with our damp, mould and condensation (DMC) process and is no longer failing to meet the Decent Homes Standard.

C18 - b) What is the target date for bringing homes that do not meet the standard into compliance?

Following the discovery on **31st March 2025** and difficulties with access, it wasn't possible to rectify the issue on the same day. Works were completed the following day, **1st April 2025** therefore ensuring the home was then compliant.

C19 - a) How do you manage and mitigate the risk of damp and mould for your residents

Colleagues can report damp and mould when identified in customers' homes. Reported cases undergo a surveyor visit which will assess the root cause. Preventative work is carried out including removing hazards and extractor fans installed. Customers are contacted with an aftercare phone call at the appropriate time during the process. Surveyors and technicians are trained by DMUK and technicians undergo workshops which consist of case studies and learning.

We have a comprehensive customer communications plan in place to ensure we're communicating about DMC to our customers. This includes, our website, no access and appointment cards offering guidance to customers. The use of social media, and our customer magazine includes preventative advice and call to actions in terms of reporting DMC to us. Training issued on speedy testing for technicians and surveyors. In some cases electronic DMC monitoring equipment is installed to better understand the dynamics of a home.

C19 - b) How many cases of damp and mould were reported in the period that required action? (Number of cases of damp and mould)

2,226

C19 - c) What % of the housing provider's portfolio do these home account for? (% of homes)

17.45%



Resident Voice

C20 - What are the results of the housing provider's most recent tenant satisfaction survey? How has the housing provider acted on these results?

82%

In 2024, we completed our second full year of tenant satisfaction reporting under the Regulator of Social Housing's Tenant Satisfaction Measures (TSM) standards. This year, 82% of customers reported being satisfied with Magenta Living and the services it provides - an improvement from 77% in 2023. To ensure robust and representative feedback, the 2024 survey was independently delivered by MARU (now known as Harris Poll UK) and adhered to the Market Research Society Code of Conduct. Over 1,000 tenants participated, with a mix of online and telephone responses.

As part of the TSM survey, we conducted a broader segmentation study. This analysis identified six distinct customer segments, offering deeper insight into customers' life experiences, capabilities, and needs. These insights are now actively shaping service design and customer engagement strategies.

**Over 1,000
customers
participated
in the survey**



C21 - What arrangements are in place to enable residents to hold management to account for the provision of services?

The Magenta Customer and Communities Committee (MCCC) remains a key governance body, with a customer-majority membership and Chair. It provides assurance to the Board that customer-facing services, policies, KPIs, and social value objectives are aligned with and influenced by customers.

In 2024, Magenta Living launched Magenta Voice, a new digital platform designed to enhance customer involvement and insight. This initiative reflects our commitment to transparency, inclusivity, and continuous improvement in service delivery.

Magenta Voice is promoted through digital and print channels to ensure accessibility for all customers. It forms a key part of our wider Customer Voice Governance Framework, supporting our ESG objectives by embedding resident influence into decision-making and strengthening accountability across the organisation.

MagentaVoice

enables customers to:



Share feedback - through monthly polls, surveys, and discussion forums. Customers can provide real-time feedback on services and priorities. This input directly informs operational decisions and service enhancements.



Participate in research - customers are invited to take part in targeted research studies, helping us better understand evolving needs, preferences, and lived experiences. These insights are used to shape future service design and innovation.



Collaborate on projects - the platform facilitates co-creation opportunities, allowing customers to work alongside our teams on projects that matter to them. This collaborative approach ensures that services are developed with, not just for, our communities.



Scrutiny

We offer opportunities for customers to scrutinise our services and to influence service delivery, through a variety of appropriate channels. Scrutiny activities are coordinated through MCCC, which receives quarterly updates on progress. Scrutiny projects are selected based on customer feedback, performance data, and emerging service priorities. In 2024, these projects were delivered through a mix of in-person workshops and online sessions to maximise accessibility and participation.

Each project includes:

- A clear scope and terms of reference
- Customer-led inquiry and evidence gathering
- Recommendations for service improvement
- Formal reporting to MCCC with tracked action plans

C22 - In the last 12 months, in how many complaints has the national Ombudsman determined that maladministration took place? How have these complaints (or others) resulted in change of practice within the housing provider?

3 complaints in the last 12 months

We received 8 determinations from the Housing Ombudsman in the last year. The Housing Ombudsman found maladministration in **47%** of cases, compared with the national rate of **71%**. We review all Housing Ombudsman determinations in detail and follow up on any learning identified to improve our processes and handling of customer complaints.



Block and Neighbourhood Champion

We empower customers on a local level to directly influence and provide real-time feedback on service provision that directly affects them. We work collaboratively and pro-actively with customers so that they can see the positive impact that they contribute to services delivered within their block or neighbourhood.



The People Network

Meets twice a year and plays a vital role in bringing customers together to share experiences, influence service delivery, and celebrate community success. These events provide a platform for customers and local residents to:

- Exchange good practice and ideas that have made a difference in their community.
- Engage directly with our colleagues to shape key services and priorities.
- Collaborate on community-led initiatives and explore opportunities for local impact.
- Recognise and celebrate the contributions of individuals and groups who are helping to build stronger, more connected communities.

The People Network complements other engagement channels such as Magenta Voice and MCCC, ensuring that the customer voice is heard at every level of the organisation.

Resident Support

**C23 - What are the key support services that the housing provider offers to its residents
How successful are these services in improving outcomes?**

We have a range of services to support customers in maintaining their homes and live independently.

These services include:



A tenancy sustainability service



Financial inclusion and energy efficiency advice.

We monitor the success of these initiatives through:



Benefit gain



Social value impact



Sustainability of tenants



Placemaking

C24 – a) Describe the housing provider’s community investment activities, and how the housing provider is contributing to positive neighbourhood outcomes for the communities in which its homes are located. Provide examples or case studies of where the housing provider has been engaged in placemaking or place shaping activities.

We support our communities in a range of ways which reflect the ongoing circumstances of each neighbourhood. Our community investment creates positive outcomes and falls within **five broad categories**:



Employment, Skills, Education and Enterprise

Supporting customers to get jobs and pathways to careers



Community Facilities

Providing local community hubs to offer advice, support and training in the heart of the community



Community Support

Enabling customers to access advice and support and assisting them to become more financially robust



Health and Wellbeing

Activities for customers with additional needs and mental health projects



Neighbourhood and Environmental

Improving community safety, arranging clean up days and through the annual Magenta in Bloom Garden Competition



Social Value cacluations

(including monetisation) of placemaking activities.

£44,015,046

Calculated using HACT Social Value
Insight methodology



Case study: Magenta JobsPlus

Is one of **10 pilot projects** that we are using to tackle intergenerational unemployment in the Bidston Rise neighbourhood in North Birkenhead.

The groundbreaking project has seen over **£200,000** external investment and a saturation approach of employment support and incentives for community members, in a neighbourhood with the 2nd highest rate of economic inactivity in England.

Over £200,000 external investment



Governance



Structure and Governance

C25 - Is the housing provider registered with the national regulator of social housing?

Yes

C26 - What is the housing provider's most recent regulatory grading/status?

G1 / V2

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

National Housing Federation Code of Governance 2020

C28 - Is the housing provider a Not-For-Profit? If not, who is the largest shareholder, what is their % of economic ownership and what % of voting rights do they control?

Yes



C29 – a) Explain how the housing provider’s board manages ESG risks.

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

Responsibility for gaining ongoing assurance about the effective management of risk and the effective operation of our systems of internal control is in part delegated to our Audit and Risk Committee (ARC).

We maintain and regularly review our strategic risk register and suite of operational risk registers.

ESG concerns are reflected across several strategic risks, and we also have specific individual risks focusing on the delivery of our climate change and sustainability strategy, corporate governance, compliance and people management arrangements. Our strategic risk register is reviewed regularly by management and at least quarterly with the Executive Team prior to review and approval by ARC.

C29 - b) Are ESG risks incorporated into the housing provider’s risk register?

Yes

C29 - c) Is the housing provider required to report against TCFD? If yes, is the housing provider doing so?

No. We do not meet the requirements for mandatory reporting against TCFD (ie by category of business, and our turnover is lower than £500m).

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

No

Board and Trustees

C31 - a) How does the housing provider ensure it gets input from a diverse range of people into its governance processes?

- **Review complaints & compliments**
 - **Conducts Surveys** – Including our TSM, transactional and online surveys and feedback through our online customer feedback platform
 - **Community Engagement** – Including the range of activities & events carried out by our Property Services and Neighbourhood Teams
 - **Formal Meetings** – Including feedback from Magenta Customer & Communities Committee (MCCC), Scrutiny Groups, The People Network events & formal consultation meetings
 - **Customer Interactions** – Including thousands of interactions with colleagues every year, mostly with our Contact Centre, Property Services and Neighbourhood Team
- We capture **the voice** of the customer, and link this information with both the **customer data** that we hold, and **customer behaviours** that we see so that we can generate **customer insight**. The varying ways in which we receive insight goes some way to ensure we have the opportunity to hear from a diverse range of people.

% of board that are women	42%
% of board that are BAME	0%
% of board that are residents	0%
% of board that have a disability	9%
Average age of board members (years)	53
Average board tenure (years) equivalent	3.2



C31 - b) Does the housing provider consider resident voice at the board and senior management level?

MCCC has a customer majority and is a sub-committee of the Board. Part of their role is to provide feedback to the Board through the customer Chair and other members.

MCCC meetings feature customer scrutiny of performance information as reported to Magenta Board, review all customer facing services and instigate scrutiny deep dives of services.

Members of MCCC are represented on Tenant Panels of the National Housing Federation and the Housing Ombudsman.

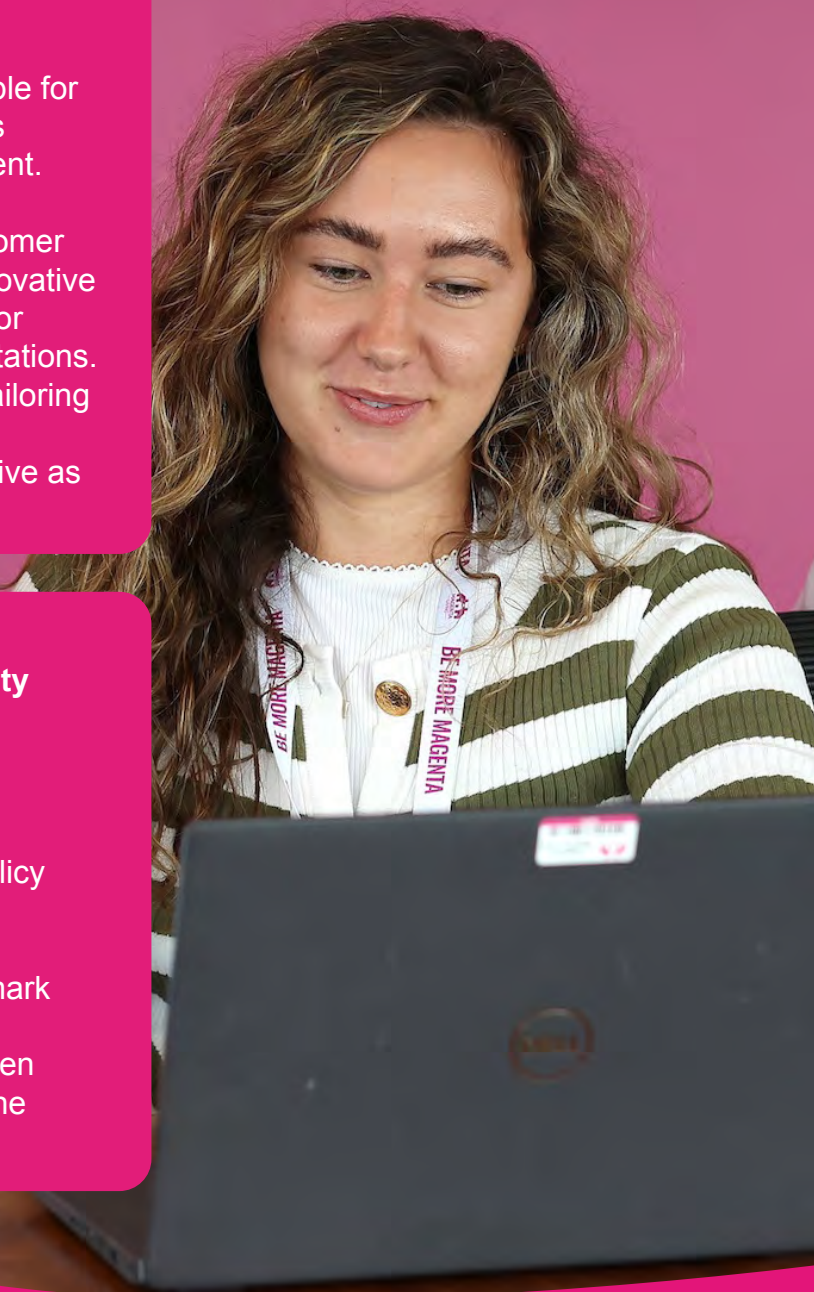
On our Board we have a Member Responsible for Complaints (MRC), to ensure commentary is provided on customer impact and engagement.

By 2030, Magenta aims to redefine the customer experience, using digital technology and innovative solutions, whilst continuing to deliver value for money to meet and exceed customer expectations. We aim to deepen customer engagement, tailoring services to truly support and empower our communities. We define this strategic objective as 'Customer Centric Transformation.'

C31 - c) Does the housing provider have policies that incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of board members and senior management?

We have a recruitment policy and an EDI policy which applies to all colleagues.

We capture our existing metrics and benchmark these against local and national statistics to understand the diversity of our Board. We then consider attainment of full EDI elements in the interview process.



C32 - What % of the housing provider's Board have turned over in the last two years? What % of the housing provider's Senior Management Team have turned over in the last two years?

% of board	26%
% of management team	43%

C33 - Number of board members on the housing provider's Audit Committee with recent and relevant financial experience.

Number & % of board members	2 / 40%
Description of experience	CIPFA / ACCA



C34 - What % of the housing provider's board are non-executive directors?

100%

C35 - Has a succession plan been provided to the housing provider's board in the last 12 months?

Board are aware of the remaining terms of each Board Director and annually they consider composition to ensure the skills available at board level remain relevant.

C36 - For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?

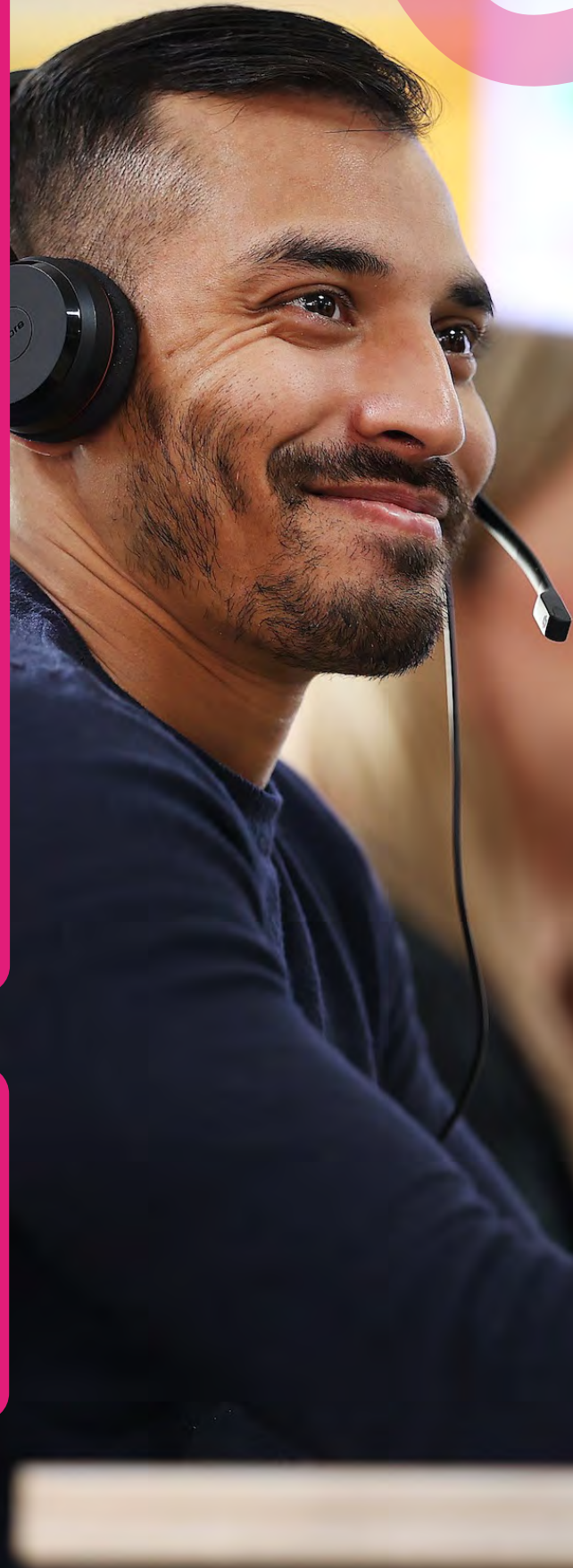
6 years

C37 - When was the housing provider's last independently run board effectiveness review?

1st April 2024

C38 - How does the housing provider handle conflicts of interest at the board?

We have clear processes for identifying and recording conflicts of interest both generally and for specific report items and governance procedures to ensure conflicts are appropriately addressed, e.g. abstaining from voting.



Colleague Wellbeing

C39 - Does the housing provider pay the Real Living Wage?

Yes

C40 - What is the housing provider's median gender pay gap?

6.41%

C41 - What is the housing provider's CEO: median-worker pay ratio?

5:01



C42 - How is the housing provider ensuring equality, diversity and inclusion (EDI) is promoted across its staff?

We have set ourselves objectives to reduce the gender pay gap. We are actively looking to diversify our recruitment and become more inclusive and are developing a new EDI Strategy & Action plan.

C43 - How does the housing provider support the physical and mental health of its staff?

We have a strong health and well-being strategy. We have support for colleagues in the form of Mental Health First Aiders, employee assistance program and a training plan to upskill leaders to support their teams.

C44 - a) How does the housing provider support the professional development of its staff?

Supporting Professional Development
We are deeply committed to fostering professional growth across our organisation. Our approach to development is structured, intentional, and embedded into key milestones of the employee journey.

1. Development Plans Post-Probation

Once colleagues successfully pass their probation period, we formalise their ongoing development through tailored development plans and agreements. These are co-created with the individual and their manager to ensure alignment with both role expectations and personal career aspirations. These plans serve as a roadmap for growth and are regularly reviewed to ensure progress and relevance.

2. Role-Specific Training Matrices

We maintain training matrices for roles within the organisation of what is a mandatory requirement. These matrices clearly outline the mandatory and recommended training, qualifications required. This ensures consistency in capability across teams and provides transparency for colleagues about what is expected and how they can progress, or what we look for when advertising for roles.

3. Commitment to Internal Promotions

We actively promote from within wherever possible, recognising the value of investing in our existing talent. When colleagues are promoted internally, we commit to supporting them in gaining any qualifications relevant to their new role. This is a key part of our internal mobility strategy and reflects our belief that development should accompany opportunity.

C42 - b) What % of employees have received qualification(s) that are relevant for their professional development within the reporting period?

3.5%



Supply Chain

C45 - a) How is social value creation considered when the housing provider is procuring goods and services? What measures are in place to monitor the delivery of this Social Value?

A weighted social value question is asked in all of our procurement activities, and these are weighted proportionality to the activity and the goods and services being bought. These commitments are made contractual at the end of the procurement process for the business to be able to identify opportunities as to how we work with the supply chain to best use them to deliver social value projects. For example, every year 2% of our revenue with Travis Perkins is committed to social value projects, which we track through to individual projects.

C45 - b) What is the relative weighting of Social Value considerations in procurement policies?

5%

C45 - c) How much Social Value has been delivered from the housing provider's supply chain in the last 12 months?

£50k

We created a minimum of £50k in Social Value from our supply chain over the year. This total is included in our main Social Value figure of £44m.

C46 - a) How is sustainability considered when the housing provider is procuring goods and services? What measures are in place to monitor the sustainability of the supply chain when procuring goods and services?

The use of sustainable materials and sustainable practices is considered in every procurement exercise we do. It is also deeply embedded in our supply chain code of conduct, which we ask every member of our supply chain to adhere to. Within each tender exercise, we ask how a provider can help improve our supply chain with the use of more sustainable materials.

For example, we manage our materials supply chain with Travis Perkins. Within this contract, they provide us with a dedicated resource to ensure that all the products we buy are as environmentally and ethically friendly as possible. They provide us with their "gold standard" products in terms of environmental sustainability and provide regular updates on new products coming to the market that can replace products we use with more sustainable versions.

C46 - b) What is the relative weighting of environmental impact considerations in procurement policies?

10%



OUR PURPOSE

Empowering people
is our purpose



OUR VISION

Homes full
of love



Communities
full of life



World full of
possibilities



WE VALUE

Doing the right thing!



www.magentaliving.org.uk

