

COASTLINE

ESG REPORT 2024-25



Coastline



Contents

Message from the CEO and Committee Chair	3
About Coastline Housing	4
Corporate Strategy	5
Our Approach to sustainability.....	6
2024/25 at a glance	7
Environmental	
Theme 1 – Climate Change	8
Theme 2 – Ecology.....	12
Theme 3 – Resource Management	13
Social	
Theme 4 – Affordability & Security	15
Theme 5 – Building Safety & Quality	18
Theme 6 – Resident Voice.....	19
Theme 7 – Resident Support.....	21
Theme 8 – Placemaking	22
Governance	
Theme 9 – Structure & Governance	23
Theme 10 – Board & Trustees	25
Theme 11 – Staff Wellbeing	27
Theme 12 – Supply Chain Management.....	30
SRS/ United National Sustainable Development Goals Index	32
Contact Information	33



Message from CEO/ Committee Chair

At Coastline, we believe that a home is more than just a place to live – it is the foundation for a healthy, fulfilling life. As we reflect on the past year, I am proud to share the progress we've made in delivering on our mission: to end the housing crisis in Cornwall by providing great homes, great services, and supporting great people.

This year's ESG report marks a significant milestone. It is our first year as official adopters of the Sustainability Reporting Standard for Social Housing, and it reflects our deepening commitment to transparency, accountability, and continuous improvement. From reducing carbon emissions, to supporting our customers through the cost-of-living crisis, our work is guided by a clear purpose and a strong sense of responsibility.

Over the last year, we have built 152 new homes, retrofitted over 435 existing ones, and helped over 1,600 people through our homeless services. We've also made strides in energy efficiency, with 83% of our homes now rated EPC C or above, and we are on track to meet our ambitious Net Zero target by 2040 – ten years ahead of the national goal.

But numbers only tell part of the story. Behind every statistic is a person, a family, a community. Whether it's a customer seeing their energy bills reduce thanks to solar panels, or a volunteer gaining confidence through our community programmes, these are the real outcomes that matter and show why we do what we do.

Sustainability is not a standalone initiative – it is embedded in everything we do. It shapes how we build, how we serve, how we govern, and how we grow. It is a shared journey, and I want to thank our customers, colleagues, partners, and Board members for walking it with us.

As we look ahead, we remain focused on delivering lasting impact. We will continue to invest in our homes, our people, and our communities – ensuring that Coastline remains a force for good in Cornwall and beyond.

Together, we are building a more sustainable future.

Allister Young

Chief Executive Officer

David Barlow

Vice Chair of the Board, Chair of the Property Investment Committee



About Coastline

In our Coastline Plan we set out our aims across the three strands of our mission statement:



Great homes



Great services



Great people

Our values underpin everything that we do, from how we work with customers and each other on a day-to-day basis to how we make long term strategic decisions:

**Customer
Focused**



**Put our
Customers first**

Trustworthy



**Be open, honest
and accountable**

Learning



**Strive to be
the best**

Caring



**Value each
other**

Our ambition is to end the housing crisis in Cornwall. That is why Coastline exists. Good quality affordable homes are essential. They are essential because they underpin people's health and wellbeing, and because they are a foundation without which people cannot lead their lives to their full potential. They are essential for Cornwall and for the country as a whole, because without sufficient good quality affordable homes, our businesses and essential public services cannot thrive.

But despite being essential, the provision of good quality affordable homes has been neglected as a national priority for decades. The result of this is that we are facing a national housing crisis, one that is particularly hard felt in Cornwall. The crisis is not just about the shortage of affordable homes for people to live in, but also about the poor quality of the homes many people have to live in.

Corporate Strategy – The Coastline Plan 2025-2030



Our aim is to end the housing crisis in Cornwall, and it will remain our aim until there are enough good quality, affordable homes in Cornwall to meet people's needs and aspirations.

Our main objectives are to;

- Invest in the quality of the homes and places where our customers live, to ensure they are safe, secure, well-maintained and fit for the future.
- Invest in providing the new affordable homes Cornwall so badly needs, increasing the number of homes we build, and ensuring these meet both customer and community needs.
- Invest in the quality of our services for customers, ensuring that our use of data and technology allows us to improve our productivity while enhancing our customer services.
- Ensure that we are an employer of choice in Cornwall, investing in the quality of our people so that we have the skills and knowledge we need to achieve our aims, and empowering our teams to make a difference in the work that they do.
- Ensure that our work is built on foundations of strong governance and financial sustainability, and we will ensure that we hold true to the shared values that underpin all that we do.



**Great Homes, Great Services, Great People,
underpinned by Great Foundations**

**The Coastline Plan 2025-2030 is underpinned by six strategies,
including the Environmental Strategy.**

This Environmental Strategy will transform Coastline's approach to sustainability by improving energy efficiency in our homes and significantly reducing utility costs and carbon emissions. It focuses on energy efficiency, a greener environment, and biodiversity, integrating innovative technologies and sustainable practices. The strategy also promotes biodiversity by improving communal areas, creating new green spaces, and preserving natural habitats.

We will prioritise our homes and assets due to their significant impact and investment needs. All new builds will be energy-efficient, using sustainable building practices and heating systems like heat pumps, heat storage, or solar thermal. Within the strategy there is also a desire to review and seek to reduce the carbon emissions involved in the construction of new homes. This holistic approach addresses immediate community needs and supports long-term environmental management, creating healthier, sustainable living conditions for all customers.

Our Approach to Sustainability

At Coastline, sustainability is at the heart of everything we do. As a community-based housing provider, we recognise our responsibility to operate in a way that protects and enhances the environment, supports social wellbeing, and ensures long-term economic resilience. The Sustainability Reporting Standard report for 2024/25 outlines our progress, challenges, and commitments across key environmental, social, and governance (ESG) areas. After becoming official adopters in March 2025, we are evermore invested in making more meaningful decisions, taking into account both our customers' needs and the environmental impact of our actions and business activities.

Our approach is guided by national frameworks, including the National Housing Federation's Sustainability Reporting Standard for Social Housing, and aligns with broader goals such as the UK's Net Zero 2050 target and Cornwall Council's local environmental priorities. Through transparent reporting, we aim to demonstrate accountability, build trust with our stakeholders, and drive continuous improvement.

This report highlights the tangible steps we are taking—from reducing our carbon footprint and enhancing biodiversity, to supporting our communities and embedding sustainability into our investment decisions. It also reflects our belief that sustainability is not a standalone initiative, but a shared journey that involves our customers, colleagues, partners, and the wider community.



Environmental

- Decarbonisation
- Renewables and Monitoring
- Energy-efficient Housing Delivery
- Tenant Engagement



Social

- Affordability and Accessibility
- Sustainable Living Environment
- Tenant Wellbeing and Support
- Staff Wellbeing



Governance

- Sustainability Leadership
- Compliance
- Non-Discriminatory Working Conditions
- Tenant Information & Representation

Certified Sustainable Housing

We believe ESG reporting offers another route for highlighting the efforts of Coastline and is useful in benchmarking the key outputs to others in the housing sector. This ensures we understand both our absolute and relative performance.

The reporting standard is split into 12 themes with 46 individual criteria and further enhanced reporting options to highlight best practice and an in depth understanding of activities impact the wider business performance. These targets are in line with the Sustainable Development Goals and align to the Government's environmental goals.

2024/25 At a Glance



152

New homes built



83%

of our homes are
rated EPC C or above



99.96%

Decent home
standard



100%

Gas Compliance



100%

Compliance with fire
risk assessments



83%

Overall satisfaction



1,641

People helped by our
Homeless Service



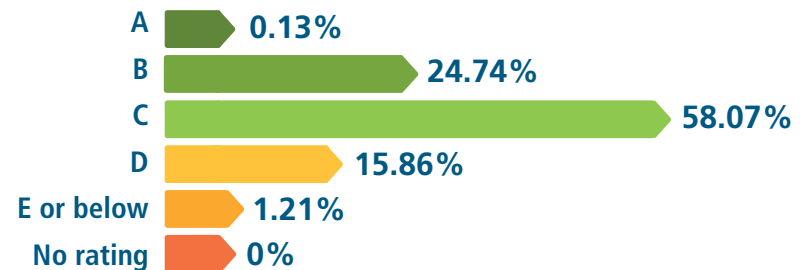
Environmental



Theme 1 – Climate Change

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

Only homes that Coastline has responsibility for, and control over the energy efficiency standards are counted within the stock portfolio. This includes homes that are owned by Coastline, and includes managed stock, where appropriate. Homes built for sale as well as non-residential units are not included in this breakdown.



Enhanced Reporting

Average SAP rating of existing homes (those completed before the last financial year)

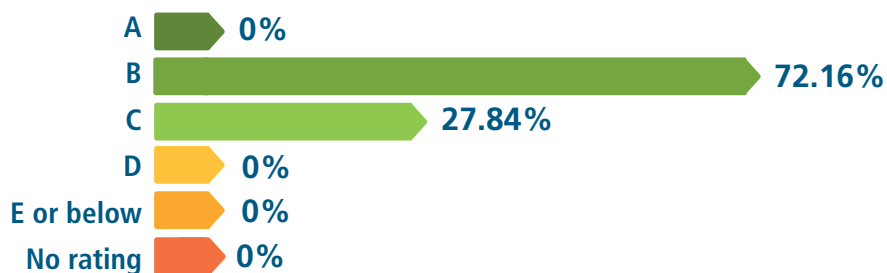
The average SAP rating of existing homes is 74.

Energy use intensity [kWh/m²/ year]

The energy use intensity of our existing homes is 109.87 kWh/m²/ year.

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

In 2024/25 we completed 152 new build homes, the majority of which are EPC B (72.16%). All new builds will be energy-efficient, using sustainable building practices and heating systems like heat pumps, heat storage, or solar thermal. Safety, quality and climate change are three strategic commitments for our homes and communities, supported by resilience, growth and finance. This creates sustainability for the future. There is also a desire to review and seek to reduce the carbon emissions involved in the construction of new homes. This holistic approach addresses immediate community needs and supports long-term environmental management, creating healthier, sustainable living conditions for all customers.



Enhanced Reporting

Average SAP rating of existing homes (those completed before the last financial year)

The average SAP rating of existing homes is 82.

Energy use intensity [kWh/m²/ year]

The energy use intensity of our existing homes is 33.93 kWh/m²/ year.



C3 – Does Coastline have a Net Zero target and strategy? If so, what is it and when does Coastline intend to be Net Zero by?

Coastline remains firmly committed to achieving Net Zero, guided by a robust and evolving Environmental Strategy underpinned by a strong “Golden Thread” of quality data, a targeted investment programme, and meaningful engagement with customers, colleagues, and stakeholders.

In 2024/25, we continued to align our approach with the National Housing Federation’s Decarbonisation Roadmap. This framework provides practical guidance to help social landlords embed Net Zero into long-term planning. Recognising the evolving nature of decarbonisation, we regularly review and adapt our strategy in response to emerging government policies and sector developments.

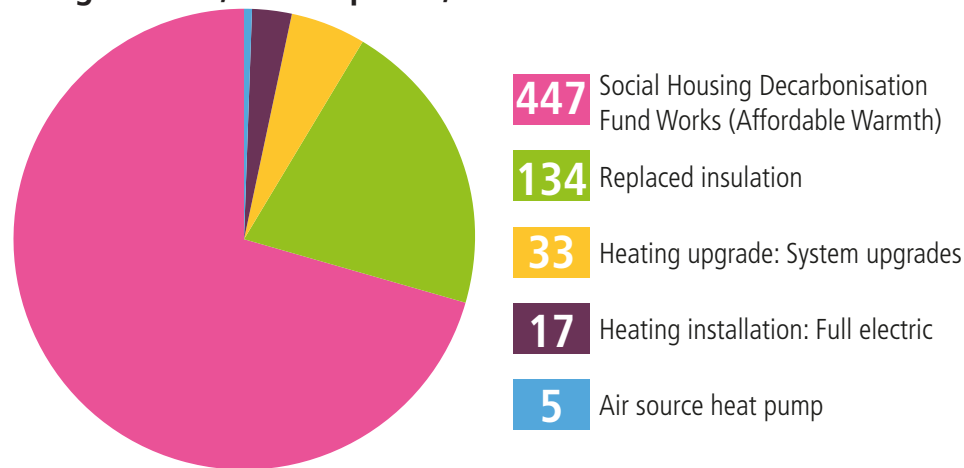
We are actively reducing our carbon footprint and are on a clear trajectory to meet the national ambition of Net Zero by 2050. To support this, we are developing a comprehensive 20-year Carbon Reduction Plan. This plan will identify key areas for emissions reduction and enable a focused, data-driven approach to delivering measurable progress. The plan will allow us to set targets for emission reductions, broken down by scope, over a period of time.

C4 – What retrofit activities has the Coastline undertaken in the last 12 months in relation to its housing stock?

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

We are in partnership with HACT and PNZ Carbon where they are facilitating the funding for the decarbonisation of homes owned by Coastline, by originating and selling Verified Carbon Units (carbon credits) backed by the emission reductions and social value achieved by the retrofit activities. This will contribute towards our net zero targets. Retrofit works have been funded by the Social Housing Decarbonisation Funding, completing 90 homes, and more recently ECO4 which completed 63 homes by the end of the financial year, as well as our own repairs and maintenance budget. As at the end of the financial year, 778 homes, 17.1% of our total housing stock were below EPC C, with a target of 200-400 homes brought up to above EPC by 2026/27 under the ECO4 scheme. Any carbon reductions from retrofitting are measured and submitted for carbon crediting through HACT which allows us to further invest in improving the energy efficiency of more of our homes and sustainably fund these improvements.

During 2024/25, we completed;



Enhanced Reporting

Number of homes that have been retrofitted in the last financial year

438 homes have been retrofitted in 2024/25



Case Study

Our Miners Court Extra Care scheme was awarded over £460,000 under the Shared Prosperity Fund to install solar PV to significantly reduce energy costs for customers. All customers were provided with batteries to further reduce their energy bills. Miners Court comprises 64 self-contained flats and offers communal and community facilities as well. It is estimated that residents in each of the flats will save £162 a year on their electricity bill. Additionally, they will all benefit from a further saving of £35 per year thanks to reduced energy costs in running the communal facilities. This means a benefit to each flat of £197 which translates to a fantastic £12,608 a year across the scheme. It is estimated that the panels will offset 41 tonnes of CO2 each year across the site and also increase the energy ratings of the flats inside. This project showcased the benefits of roof-integrated PV on existing sites and demonstrated that it's not just destined for new build projects. Installing a roof-integrated PV system as part of roof refurbishment projects will help to reduce tenants' energy bills and carbon emissions from homes, using a solution that's often quicker to install and more lightweight than traditional roof covering.

C5 – Scope 1, Scope 2 and Scope 3 Green House Gas emissions.

Scope 1 covers direct emissions from sources that Coastline owns or controls directly e.g., burning fuel in our fleet of vehicles.

Scope 2 are emissions that Coastline causes indirectly and come from where the energy it purchased e.g., the emissions caused when generating the electricity that we use in our offices.

Scope 3 encompasses emissions that are not produced by Coastline and are not the result of activities controlled by us but by those that we are indirectly responsible for e.g., the carbon emissions produced by our suppliers.

We follow the Government’s Streamlined Energy and Carbon Reporting (SECR) methodology in calculating our emissions. The 2024/25 SECR can be found on our website. Our emissions over the past two financial years are presented below:

Scope	FY2024 (tCO2e)	Increase/ decrease on emissions for previous year	FY2023 (tCO2e)
Scope 1	562.14	+1.50%	553.81
Scope 2	181.51	+1.62%	178.62
Scope 3	5,855.15	-5.70%	6,209.19
Total emissions	6,598.79	-4.94%	6,941.62

Enhanced Reporting

Does the housing provider qualify for SECR reporting?

Yes

SECR Intensity Ratio for Total Emissions (Scope 1-3)

154.53kgCO2 equivalent per homes managed

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?

Coastline Housing has implemented a real-time flood risk monitoring system in partnership with Previsico, a company specialising in pluvial (surface water) flood forecasting. This system provides:

- 24/7 flood risk mapping and alerts, enabling early detection of potential flooding events.
- On-the-ground inspections triggered by alerts, as demonstrated in February 2024 when we responded to a surface water flood warning by inspecting vulnerable areas.

Although we have not yet experienced major flooding, we recognise the increasing volatility of weather patterns and the need for vigilance. 7.86% of our homes at are risk of flooding.

Alerts from Previsico allow us to;

- Pinpoint areas of risk
- Help vulnerable customers
- Understand our insurance needs
- Reduce costs on repairs, replacements and rehousing

12.8% of Coastline homes are at a medium risk of overheating.



Theme 2 – Ecology

C7 – Does the housing provider have a strategy to enhance green space and promote biodiversity on or near homes?

In 2024/25, Coastline continues to enhance external environments through a range of biodiversity and community-led initiatives. Working in partnership with our customers, the Wildlife Trust, and a wide network of stakeholders, we have delivered projects supported by grant funding that include the planting of wildflowers, trees, and orchards, as well as the creation of community allotments. Our Community Investment team plays a key role in encouraging customer involvement in these initiatives. For example, customers at our homeless centre have been actively engaged in developing flower beds and vegetable patches, helping to create welcoming, green spaces that support wellbeing and biodiversity.

We've also hosted multiple skip amnesty days across local communities, helping to reduce fly-tipping and improve the quality of shared outdoor spaces.

As part of our commitment to sustainable development, we are aligning with Cornwall Council's requirement to achieve a minimum of 10% Biodiversity Net Gain (BNG) on all new build schemes. This ensures that our developments contribute positively to the natural environment and leave a lasting legacy for future generations.

Enhanced Reporting

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

10%

Does the housing provider's BNG target exceed minimum requirements?

All new developments are required to deliver 10% BNG under Cornwall Council regulations. BNG is a national requirement under section 7A of the Town and County Planning Act 1990. Cornwall Council has been requesting BNG information on major applications since 1 March 2020 as a local requirement.

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?

Site activities are undertaken in accordance with the essential pollution prevention requirements and further best practices. Maintenance of site plant is conducted so as to minimise environmental risk, with appropriate control measures in place.

Coastline engages with local Environment Agency Enforcement Officers to make use of their local knowledge and expertise when planning and undertaking works in or near to watercourses or other environmentally sensitive sites.

Before starting works, Coastline identifies site drainage, other pathways, watercourses and groundwater source protection zones. This information, together with site specific measures to prevent spread of pollution (e.g., suitable arrangements for wash out of equipment), will be included in site-specific risk assessments and environmental emergency plans. This includes actions to be taken in the event of silt, cement / concrete and other chemical incidents where these risks exist.

All operatives are trained in the use of spill kits. Where there is a risk of significant environmental impact, a mock exercise is undertaken within two weeks of site start-up. Spill kits will be appropriate to the level of risk and the amount of fuel and oils, etc. on site. Consideration is given to the provision of suitable PPE (such as impermeable gloves), maintenance of spill kits and the location of spill kits on site.

Suitable pollution prevention measures (e.g., drip trays, absorbent mats) are placed under attachments, static plant or other items where there is a risk of leaks or spillages.

All on-site plant with hydraulic systems working in, over, or within 10 metres of watercourses, vulnerable groundwater zones and sensitive areas such as SSSI's, will use biodegradable hydraulic oil.

Plant and hydraulic hoses will be inspected regularly for any damage or wear and tear that may result in leaks of fuel and hydraulic fluid. Any damaged hoses will be immediately replaced.

Theme 3 – 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?

In 2024/25 58% of our supplier materials were responsibly sourced. Coastline reduces the impact of products purchased on the environment by sustainable procurement ensuring that materials are responsibly sourced, have low carbon impact, and adopt a preference for recycled or reused materials where practicable. Products with high Global Warming or Ozone Depleting Potential are avoided. We prequalify new suppliers based on sustainable procurement selection criteria in line with Cornwall Council strategies;

- Use local suppliers and contractors wherever possible to minimise the environmental impact associated with transportation and contribute to the local economy;
- Ensure all suppliers, manufacturers and contractors comply with Health and Safety and Environmental legislation;
- Proactively develop relationships with its suppliers to ensure that any adverse impacts are minimised;
- Promote improvements in products, such as the reduction of packaging, through ongoing liaison with suppliers and manufacturers; and
- Evaluate procurement of materials to ensure that over-ordering and wastage is reduced.

Enhanced Reporting

% of materials from responsible sources

58% of materials are responsibly sourced.



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?

Waste management and hazardous waste management form part of our Safety, Health and Environment Policy which is reviewed and approved by the Board and signed off by the CEO annually.

61.79% of office waste was diverted from landfill in 2024/25, and 98.77% of building waste from our suppliers was diverted from landfill. We are looking to strengthen the data provided by our contractors to gain more insight into the total waste produced from our operations.

Enhanced Reporting

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

In 2024/25, 98.77% of materials were 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?

Coastline’s total annual water usage was 825.94 m3 in 2024/25, with an additional 8903 m3 water usage from communal water supplies.

	Intensity	SHIFT Platinum target
Water – homes	133.52 lpd*	138.2 lpd*
Water - Offices	2.1 m3/employee/year	7.1 m3/employee/year

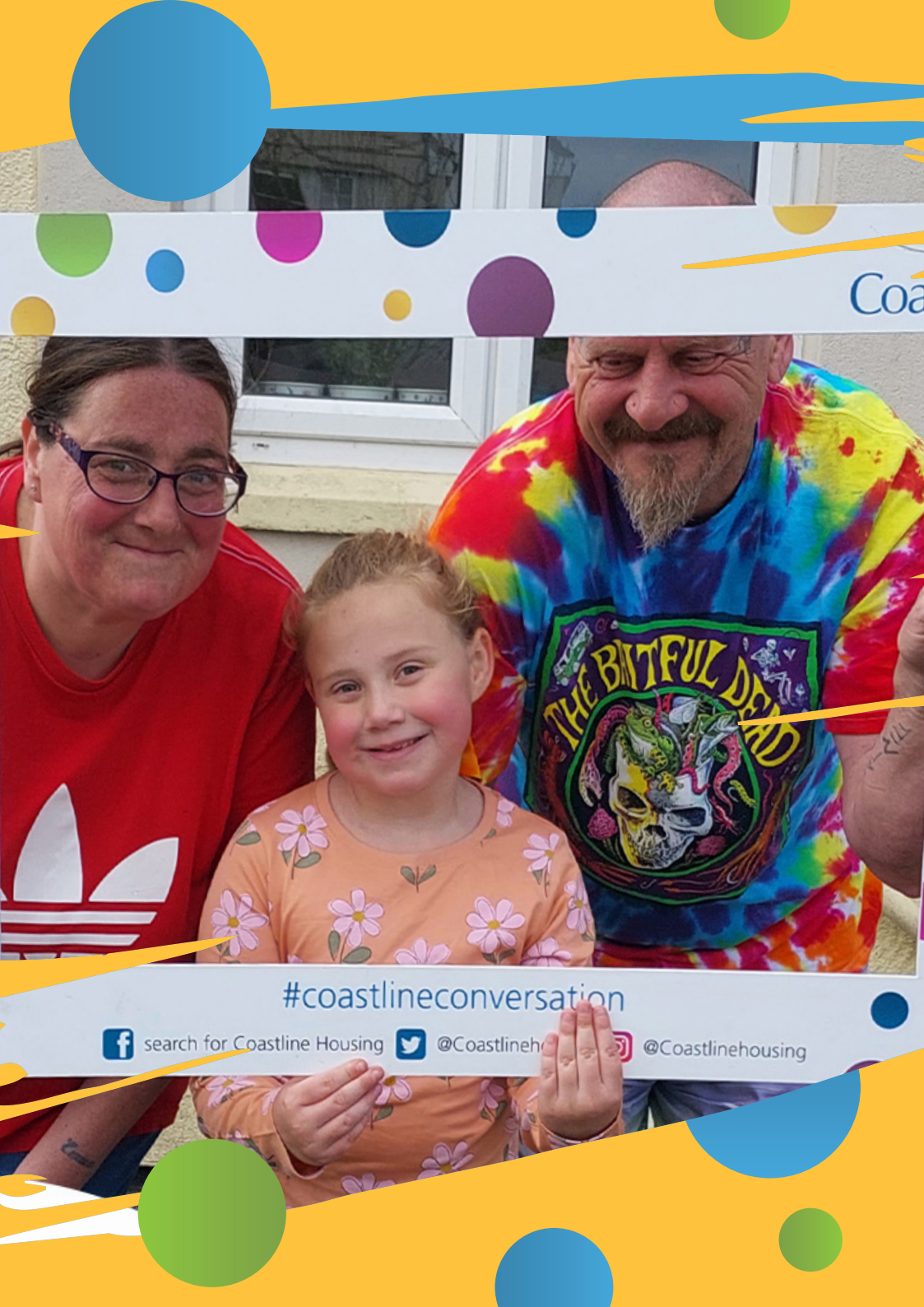
*lpd = litres per day

Our Safety, Health and Environment Policy outlines how water will be effectively managed and states that;

- A Responsible Person and deputy shall be appointed who shall be responsible for identifying and assessing sources of risk and putting in place a management plan (including a written scheme for the prevention and control of the risk for each water system) to comply with general legislation and the Approved Code of Practice L8: The Control of Legionella Bacteria in Water Systems.
- Appropriate control measures for individual premises will be identified in legionella risk assessments.
- Call-out arrangements for automatic water systems are in place.
- Annual audits of the arrangements in place to control legionella in water systems will be undertaken.

This is managed as a quarterly KPI under building safety regulations.





Social



Theme 4 – 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 Median private rental sector (PRS) rent across the Local Authority
- 2) Rent compared to Local Housing Allowance (LHA)

One of Coastline’s key commitments is to provide truly affordable housing for those people in our community that are unable to afford a home in the private rented sector.

The below table shows Coastline’s rents compared to private market rent and Local Housing Allowance (LHA) based on our Statistical Data Return (SDR) 2024/25.

Number of bedrooms	Average monthly private market rent £	Average Monthly LHA £	Average Coastline Monthly Rent £	% Rent compared to private market rent	% Rent compared to LHA
1	651	576.14	449.99	69.12%	78.10%
2	835	725.70	530.55	63.54%	73.11%
3	1024	853.35	580.53	56.69%	68.03%
4+	1446	1151.82	642.99	44.47%	55.82%

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

	Number of Homes	% of Homes	Previous year %
General Needs (Social Rent, Almshouse)	2169	42.04	43.22
Intermediate Rent	114	2.21	2.22
Affordable Rent	1319	25.57	25.86
Supported Housing	162	3.14	1.91
Housing for Older People	795	15.41	16.2
Low-cost Home Ownership	599	11.61	10.57
Care Home	0	0	0
Private Rented Sector	1	0.02	0.02
Other	0	0	0
Total	5159	100%	100%

C14 – Share, and number, of new homes (owned and managed) completed in the last financial year, allocated to:

	Number of Homes	% of Homes	Previous year %
General Needs (Social Rent, Almshouse)	87	57.24	5.91
Intermediate Rent	0	0	0
Affordable Rent	10	6.58	30.65
Supported Housing	0	0	0
Housing for Older People	0	0	16.13
Low-cost Home Ownership	55	36.18	47.31
Care Home	0	0	0
Private Rented Sector	0	0	0
Other	0	0	0
Total	152	100%	100%

Enhanced Reporting

Number of homes disposed of in the last 12 months, by tenure type

64 homes were disposed of over the year

Number of homes acquired in the last 12 months, by tenure type

A total of 152 new build homes were built in 2024/25.

C15 – How is the housing provider trying to reduce the effect of fuel poverty on its residents?

Across Coastline our teams are targeting fuel poverty in a range of methods.

Our Tenancy Sustainment Team supports customers through Coastline's Sustainability Fund where energy vouchers are issued to help towards the cost of heating their homes. They also work closely with Community Energy Plus, giving referrals for energy vouchers, support with fuel debt and general advice. They encourage customers to contact their providers such as British Gas Energy Trust to get a greater understanding of their bills and where they are able to make cost and energy savings.

The Income Team offer customers fuel/energy vouchers where they are struggling to afford to top up themselves. They have also been able to purchase heating oil for customers through the Sustainability Fund. Some colleagues are trained in Fuel Debt Advice in the Community (City and Guilds Level 2) to help provide the best support possible to those who need it.

The Asset Team reviews the effectiveness of heating systems and the age of doors and windows during Stock Condition Surveys. If immediate action is required repairs are raised and concerns shared with the relevant contract manager. In addition, the team completes a check of loft insulation on each visit. Heating upgrades have replaced old systems with new like-for-like systems, with new boilers that are all A-rated. The team also has training on fuel poverty and is able to highlight customers with problems to the Tenancy Sustainment team.



Case Study

Retrofit Activities through the Social Housing Decarbonisation Fund (SHDF)

This year Coastline Housing has been installing solar panels and topping up loft insulation for 90 homes in the Mullion, St Keverne, Mawgan, Lanner and St Day areas.

We are undertaking these energy efficiency improvements to bring all of our homes up to an Energy Performance Certificate (EPC) rating band C or above in line with the Environmental Strategy.

These works were funded through the Social Housing Decarbonisation Fund (SHDF), having secured £0.7m from SHDF last year, kick starting £1.4m of energy efficiency improvements for a total of 90 homes across Cornwall. To undertake this project, we have been working in partnership with Blue Flame and external consultants Taylor Lewis.

Recently, we were delighted to welcome a team of adult learners from Cornwall College who approached Blue Flame to request a visit to our site at St Keverne. They wanted to gain experience of how a 'live' site is managed, the details of the project, and the benefits to our customers of helping them save energy and money in future.



Customer Liaison Co-ordinators have engaged with our customers to ensure they were well informed throughout the delivery of the project. In addition, working closely across a range of internal teams they were able to resolve customer concerns, relating to reporting repairs, tenancy issues, income/financial support, and damp and mould problems.

Once the improvement works on this project are completed, it is expected that customers will reap the savings on their energy bills, as well as feeling warmer thanks to the improved levels of insulation.

In addition to this project where we identified our most energy inefficient properties, we still have approximately 700 properties remaining within our stock that require uplifting to EPC A, B and C. We are currently exploring further sources of energy grant funding with the aim to commence works on these properties within the 2025/26 financial year and beyond. The average annual energy saving for 2.5kWp of solar PV and 100mm loft insulation is around £400 per property, so across all 90 properties within the project the customers will be saving around £36,000 a year.

Customer comments:

Customer 1: *"I would like to thank you for selecting my home to install solar panels. They are up and running and I am very pleased. The workmen were very efficient and friendly."*

Customer 2: *"The team that installed the panels were careful, caring, amusing, and were more like friends by the time the work was finished"*

Customer 3: *"I'm already seeing the savings from having the solar panels, I'm now topping up my electric with £15 per week, instead of the usual £22."*



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

The Housing provider for social housing tenants introduced long term security of tenure following the Housing Act 1980, then the Housing Act 1988 subsequently introduced the assured tenancy regime.

The level of security of this tenure is described as “lifetime tenancies” so as long the customer does not breach the conditions of their contract which is their tenancy agreement they cannot be evicted.



Theme 5 – Building Safety and Quality

C17 – Describe the condition of the housing provider’s portfolio, with reference to:

Building Safety Measure	% of Homes
Gas safety checks	100
Fire risk assessments	100
Electrical safety checks	99.92
*Asbestos management surveys or re-inspections	100
*Legionella risk assessments	100
*Communal passenger lift safety checks	100

*Enhanced reporting metrics

C18 – What % of homes meet the national housing quality standard?

Of those which fail, what is the housing provider doing to address these failings?

99.96%

Despite proactive work through the year, by the year end in March 2025, two homes were non-decent although both were due to access refusals and will therefore be recorded separately in statistical returns. One has since served notice, and the property will be void in coming weeks. The final one is a complex hoarding case with ongoing support from Cornwall Council due to severe mental health issues; progress has been slow, and it is not likely to meet the expected standards for some time yet.

C19 – How do you manage and mitigate the risk of damp and mould for your residents?

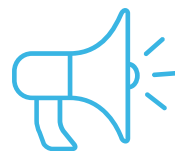
Customers are able to access information regarding damp & mould on our website in the Customer Guide to Ventilation. Customers are also given advice throughout the year on social media and in the newsletters reminding them on how to mitigate risks. There are three KPIs which came into action at the mid-year point; number of live damp & mould cases (at the end of that reporting period), average days to fix damp & mould issues, and the number of reoccurring damp & mould cases. These KPIs allow us to effectively monitor damp & mould cases raised to create a proactive rather than reactive approach, where we are able to assess other homes in areas where multiple properties are reporting damp & mould to mitigate risks.

Enhanced Reporting

How many cases of damp and mould were reported in the period that required action?

What % of the housing providers portfolio do these homes account for?

1033 damp and mould cases were reported during 2024/25, accounting for 15.95% of our total stock. At year-end, there were 19 live damp and mould cases, equating to 0.41% of our total stock. As per the 2023/24 HouseMark benchmarking, this is in line with top quartile reporting.



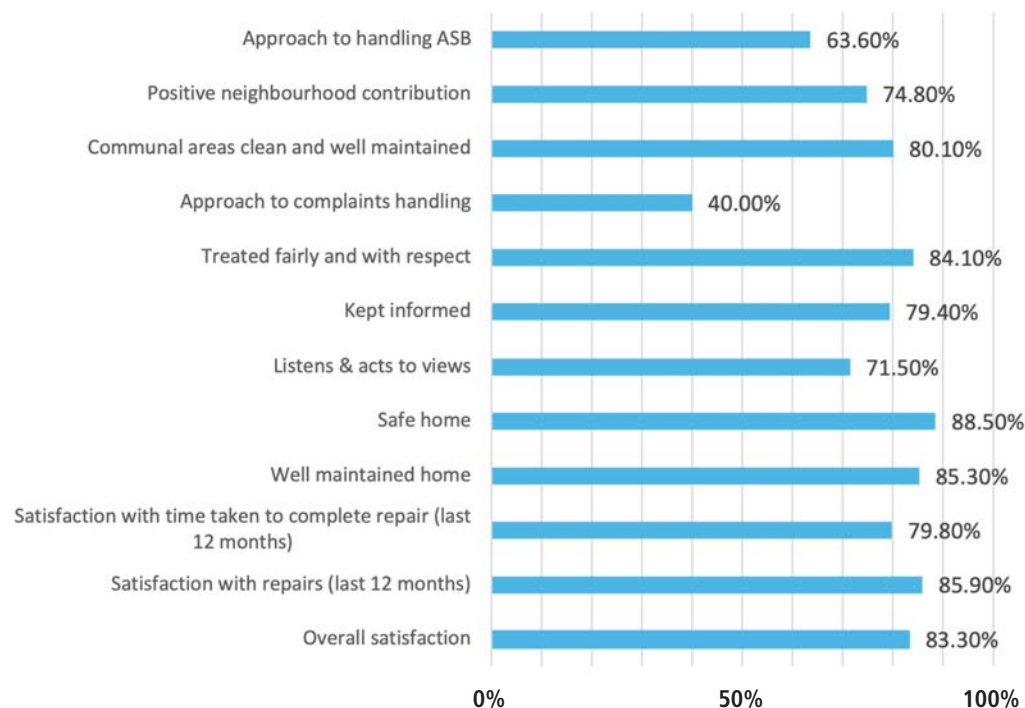
Theme 6 – Resident Voice

C20 – What are the results of the housing provider's most recent tenant satisfaction survey?

How has the housing provider acted on these results?

Overall satisfaction was at 83% for 2024/25, an increase on 81% in 2023/24.

The results from the annual TSMs form an improvement plan which focuses on five key areas; day to day repairs, neighbourhood management, communication & customer service, complaint handling and wellbeing. These themes are measured using 33 actions which are clearly defined, and progress is regularly reviewed.





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

Coastline has scrutiny panels composed of customers who review and assess performance, providing recommendations for improvements. Scrutiny panels have assessed various business areas including ASB and Blue Flame repairs, which has led to wider change including reviews of policies and procedures.

We also hold quarterly Customer Voice meetings where customers are able to engage and discuss issues facing them and their communities. These groups have expanded and merged with the Development and Environmental groups to form the Community Collaboration Sessions, which began in May 2025 to reduce the number of times customers are having to travel into the office. These sessions draw focus to specific areas and are held as a workshop style drop-in to allow customers to express their views without having to commit to long sessions or regular meetings.

The Complaints & Compliments process ensures that any issues or positive experiences are addressed promptly and within the Housing Ombudsman's timescales. Regular satisfaction surveys, such as the TSMs, are conducted to gather customers' opinions on the services provided.

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?

One complaint was upheld by the Housing Ombudsman which has led to;

- Learning from complaints meetings within department team meetings
- Complaints actions (commitment/ service improvements) reported to the Customer Experience Committee and are recorded through the complaints cases in CRM to continuous monitoring
- Deep dive into complaint actions
- Changes to SAR policy from complaint reaching the Ombudsman



Theme 7 – 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?

Homeless Service- The number of people helped by our Homeless Service this year is 1641 in 2024/25. We offer a range of accommodation services for people affected by homelessness including crisis accommodation, move-on homes and supported housing services. We work closely with clients of our Homeless Service to help them increase their confidence, skills, training and more, often helping them to rebuild lives after they have been through a crisis. Our hub at Chi Winder offers a number of services for homeless people across the year. This includes access to showers and laundry, food vouchers, support services covering issues such as housing, money and benefits, drugs and alcohol

advice, education, employment, job applications and training. Clients can also access the Health for Homeless health service here – a GP service that runs clinics every day for people not registered with a local doctor. The number of people helped by the homeless service and also those helped into training and work are calculated as quarterly KPIs.

Community Connections sessions- The Community Investment team hold regular community ladders and foodbank visits to offer signposting and support within communities, meeting customers where they are.

Volunteer schemes allow customers to gain new skills, confidence and meet new people. Employment and training opportunities are provided through their volunteer program, enabling customers to gain new skills and improve their employability. The volunteer scheme also includes befriending services, where volunteers support customers by reducing loneliness and social isolation.

Extra Care- The Miners Court extra care scheme contains 64 self-contained flats for older people who have care and support needs but allows them to live independently. The service runs a Day Centre three times a week to encourage customers and non-customers to try new activities and prevent social isolation. Several activities are planned and facilitated throughout the week based on customer feedback. Activities include community discussions and involvement to help ensure access to services and to foster a vibrant community spirit. Emergency services, health professionals, healthy eating partners, arts and entertainment groups, educational visits and animal visits have all been well received by both internal and external customers, providing opportunities they may not have at home.

There are 5 monthly PIs and 1 KPI that measure extra care performance, such as CQC supervision compliance, customer satisfaction with the team and percentage of care and support plans complete. The care and support plans are managed using the Birdie digital system which enables the team to optimise the amount of face-to-face contact with customers.



Theme 8 – Placemaking

C24 – 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 placeshaping activities.

Neighbourhood Action & Engagement

Coastline has secured £73 million to build 270 new affordable homes across Cornwall, offering shared ownership, affordable rent, and social rent options to address the housing crisis. New projects include environmental features like bat and bird boxes, bee bricks, and hedgehog highway holes to promote biodiversity. Community spaces are often included in developments and gifted to local councils for public use, fostering community engagement. We also provide support services such as tenancy sustainment programs and financial support to help customers maintain their tenancies and improve their wellbeing. By reducing the financial burden on customers, Coastline helps to alleviate poverty and improve quality of life. Our holistic approach, which includes stable housing and support services, enhances physical and mental health outcomes. Initiatives like Neighbourhood Action Days promote responsible community management and foster a sense of ownership and pride among customers. Additionally, by creating community spaces and supporting local events, we strengthen community bonds and encourage positive interactions, building a more cohesive and supportive neighbourhood.

Coastline organises Neighbourhood Action Days, which focus on promoting responsible community management. Customers participate in activities that foster a sense of ownership and pride in their neighbourhood.

As PlaceShapers members, we engage with a national network of place-based housing organisations. We put placeshaping at the heart of decision-making, helping to create communities where people thrive.



Enhanced Reporting

Social Value calculations (including monetisation) of placemaking activities

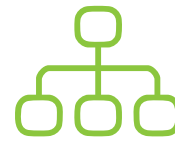
£337,533 has been generated through our volunteers in 2024/25, however after adopting the HACT Social Value Tool in June 2025, we believe this figure to be under representative of the true social value generated. We are also now rolling out social value across the organisation and more accurately recording and measuring this to gain a greater understanding on the impacts of our actions.

Social value is calculated using;

Economic factors- including help into work or training (measured through quarterly KPIs), local business growth through community partnerships, and increased economic activity in the area (Housing Perks sign-ups).

Social factors- including measuring improvements in community well-being, social cohesion through community events, and access to services.

Health and Well-being factors- including the effects on customers' physical and mental health through improved living conditions (stock condition surveys, complex case reviews) and community facilities (measured through the facilities management assistants' door knocking schemes).



Governance

Theme 9 – Structure and Governance

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

Yes

C26 – What is the most recent regulatory grading/status?

G1 V2

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

NHF Code of Governance 2020

www.housing.org.uk/nhf_catalog/publications/code-of-governance-2020

C28 – Is the housing provider Not-For-Profit?

Yes

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

Are ESG risks incorporated into the housing provider's risk register?

Coastline operates under a comprehensive Risk Management and Assurance Policy. The Board retains ultimate responsibility for risk management, including the approval of the Strategic Risk Map and associated Risk Appetites. While the Board delegates oversight of the Policy's implementation to the Audit, Risk and Assurance Committee (ARAC), it continues to receive an annual Risk Report to ensure full accountability. ARAC supports this oversight by reviewing detailed Risk Reports on a quarterly basis.

The Strategic Risk Map is structured around ten Strategic Risk Themes. Environmental, Social, and Governance (ESG) risks are embedded across several of these themes, reflecting their cross-cutting nature.

The Executive Team is responsible for maintaining the Group Risk Map, which translates the Strategic Risk Map into operational terms. ESG considerations are similarly integrated across multiple Group Risks. Climate change risks have been incorporated as a Strategic Risk from 2024 which overarches all Strategic Risks. The new Environmental Strategy has been developed throughout 2024, with approval by the Board in February 2025, for the implementation in April 2025.

Enhanced Reporting

Is the housing provider required to report against TCFD?

No



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?

Yes, during 2024/25 one Determination of an investigation was received from the Housing Ombudsman. This found two service failures, which were classed as a lower-level maladministration by the Housing Ombudsman, and one maladministration. A further independent review was carried out following this, which led to the maladministration being downgraded to a service failure.

The Information Commissioner's Office conducted an investigation into a complaint from a shared owner regarding delays, redactions and the handling of SAR requests received in May 2024. The findings were presented to the Audit, Risk and Assurance Committee, which found that Coastline failed to comply with data protection obligations due to the failure to respond within the statutory timeframe.



Theme 10 – Board and Trustees

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

Coastline has a clear policy on equality of opportunity in relation to employment, in accordance with the Group EDI Policy. This policy applies to all individuals involved in the delivery of recruitment and selection. The recruitment and selection process does not discriminate on the grounds of any protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; or sexual orientation. Coastline is committed to recruiting a workforce and having a governance structure that generally reflects local populations.

Coastline ensures those involved in the recruitment and selection process receive appropriate training, so excellent service is provided. This includes compliance with the Group Equality, Diversity and Inclusion (EDI) Policy, to broaden our inclusivity and direct and avoid indirect discrimination practices. Appropriate recruitment of Non-Executive Directors (NEDs) and co-optees is needed to balance the need for continuity and the opportunity to refresh the Board and Committees, including broadening the membership from an Equality, Diversity & Inclusion perspective, to provide new thinking and challenge and

maintain a range of skills and experience. New NEDs join the Board following a robust recruitment process. To be successful in that process, candidates are required to evidence that, as well as having particular knowledge, skills or experience required at any given time, they also have a reasonable understanding of Coastline, the role of a NED and governance. However, appropriate consideration will be taken into account of this requirement for experience and knowledge when recruiting customers to NED positions.

Does the housing provider consider resident voice at the board and senior management level?

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

Board Characteristics	% of the Board
What percentage of the Board are women?	50
What percentage of the Board are BAME?	0
What percentage of the Board are residents?	10
What percentage of the Board have a disability?	0
Average age of the Board	54.2
Average Tenure of the Board	4 years

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?

40% of the Board have turned over in 2024/25, due to the end of tenures (6 year maximum) or members retiring. There are 10 Board members at any one time.

7% of the Senior Management Team have turned over in the last two years. Our Senior Management Team consists of our four Executive Directors and nine Heads of Service.

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

Two members of the Audit, Risk and Assurance Committee have recent and relevant financial experience. The other three members are due to be trained to improve their financial knowledge.

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

90%, Coastline allows only one Executive Director on the Board, the Chief Executive.

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

Yes

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

PK Francis Clarke has been our external audit partner for the accounts for four years.

C37 – When was the last independently-run, board-effectiveness review?

The last Board effectiveness review occurred on the 10th of June 2024 and is undertaken every three years.

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

The Board has adopted the National Housing Federation (NHF) Code of Governance, which underpins Coastline's commitment to high standards of accountability and transparency. In line with this, all Board members are required to comply with the NHF Code, Coastline's Articles of Association, Group Standing Orders, the Board Member Code of Conduct, and the Probity Standard. Each of these documents includes clear provisions for the identification and management of conflicts of interest.

Board members must declare any relevant external interests that could give rise to a potential or actual conflict. Declarations are required:

- at the point of appointment;
- whenever a new potential conflict arises; and
- as part of an annual declaration process.

In addition, at the start of each Board meeting, members are asked to declare any conflicts of interest relating to the items on the agenda. Where a conflict is identified, the unconflicted members of the Board determine whether the conflict can be authorised. If authorised, the conflicted member may remain present for the discussion. If not, the member is required to withdraw from that part of the meeting.

This process ensures that all decisions are made in the best interests of Coastline and in accordance with the principles of good governance.



Theme 11 – Staff Wellbeing

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

Yes, Coastline Housing has been a member of the Living Wage Foundation since 2019.

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

8.1% compared to 2.2% in 2023/24

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

5.43:1

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

Coastline is committed to embedding equality, diversity and inclusion across all areas of our organisation. Our strategic approach is guided by an annual EDI Action Plan and overseen by a dedicated EDI Steering Group, which meets quarterly to monitor progress and drive continuous improvement.

Leadership is provided by the Board, Executive Team, and our involved customer framework, who champion EDI at a strategic level while also empowering departments to lead on local initiatives and service improvements. EDI is a core consideration in the development and review of all strategies, policies, and decision-making processes. We actively monitor the impact of these to ensure they remain inclusive and equitable.

To achieve our EDI objectives, we are committed to:

- Taking proactive steps to address discrimination experienced by specific groups;
- Promoting diversity in both employment and service delivery;
- Collaborating with external agencies and community organisations to advance equality and eliminate discrimination, harassment, victimisation, and other prohibited conduct;
- Publicly remaining a proud, Disability Confident Leader and IIP Gold organisation.
- EDI training is a mandatory part of our core learning and development programme for all colleagues and volunteers. Everyone at Coastline is expected to:
 - Understand the values and benefits of equality, diversity and inclusion.
 - Demonstrate a commitment to inclusive and anti-discriminatory practices.
 - Report any instances of discrimination or concerns related to employment or service delivery.
 - Complete initial EDI training and undertake refresher training every three years.

This approach ensures that EDI is not only a strategic priority but also a shared responsibility embedded in our everyday culture and practice.

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

Our network of Wellbeing Champions plays a key role in fostering an inclusive and supportive culture at Coastline. They help coordinate events throughout the year to celebrate a wide range of cultural, national, and awareness occasions. These events are designed to be accessible and engaging for all colleagues and customers, with a variety of activities and participation options to ensure everyone can get involved.

The EDI Steering Group continues to strengthen its impact by inviting guest speakers to its quarterly meetings. These guests bring valuable insights and expertise on specific topics, helping to broaden understanding and inspire action across the organisation.

There are 11 Mental Health First Aiders who are available to all colleagues and wear a green lanyard to be easily identified, for anyone who going through a difficult mental health issue and who may need immediate intervention or support. The first aider's role is to help guide the person in distress to the relevant help. They are also equipped with skills that help identify early signs of someone developing a mental health issue. This may enable supportive interventions before a situation escalates, or in some cases, to provide immediate support and signposting in cases of more advanced mental health concerns.

We have a suite of mental health support options, including 2 EAP schemes, access to the Lighthouse Charity for those in construction roles, an onsite counsellor, signposting toward external counsellors if preferred (Red Poppy) as well as access to the Thrive Mental Wellbeing App.

There are also a range of health and wellbeing resources on our internal People & Culture SharePoint page and on Coastlife, our online portal for Rewards and Benefits. These include a Wellbeing Centre with videos, healthy recipes and much more. Colleagues can also apply for the Cycle to Work scheme here as well as accessing information regarding discounted membership at our local leisure centre.

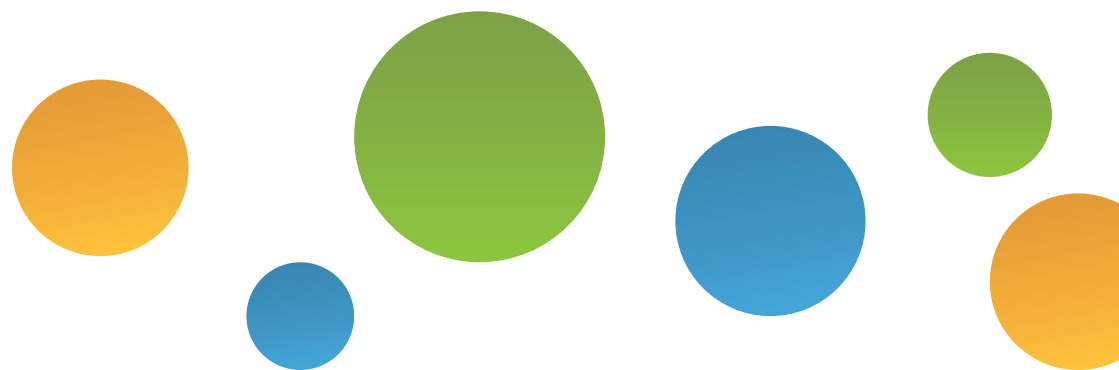
We also enrol our colleagues to a health cashback scheme within one month of starting. The scheme allows colleagues to claim back a range of costs associated with their health. One of the benefits is for therapies which could include physiotherapy, chiropractor or even acupuncture. The scheme also allows colleagues to access a GP and private prescription service, so if colleagues are struggling to get an appointment with their own GP, they could access this service quicker via telephone or video call.

C44 – How does the housing provider support the professional development of its staff?

In 2024/25, Coastline remains committed to supporting the growth and development of our people, recognising the increasing complexity across our business areas. We will continue to evolve our approach to ensure it meets both organisational priorities and individual aspirations.

Key priorities include:

Reward and Recognition: We will review and enhance our rewards and benefits package to ensure it is fair, comprehensive, and accessible to all colleagues. Increasing visibility and understanding of available benefits will be a focus. Recent benefits we have added include the ability to sell annual leave as well as purchase it each year, and the introduction of long service annual leave entitlement. All colleagues now receive a minimum of 25 days FTE on starting, which increases to 27, 28, 29 and then 30 days over the first 5 years of employment.



Learning and Development: Continued investment in training will support colleagues in gaining formal qualifications, meeting mandatory training requirements, and developing new skills. A generous training budget will remain in place to support this. Investment in our Apprenticeship Programme continues and we are constantly reviewing how we support and enhance the learners experience in what and how we provide things to them. The most recent of these changes have been the introduction of 'enrichment days', which are a minimum of 4 days a year where apprentices get involved with activities outside their technical area of expertise and academic learning. This might be involved in careers fairs, gaining more social communication skills and soft skills, networking externally at events or internally with colleagues, and helping out with our social and wellbeing events.

Leadership and Management: We will maintain and expand our targeted leadership and management development programmes, ensuring our leaders are equipped to support high performance and lead through change. Dedicated HR workshops, training for managers in managing neurodiverse team members, equipping them with skills like suicide first aid, and training in British Sign Language are all optional skills we make available to our managers, to help enhance their abilities to support our customers and colleagues.

Performance Management: We have developed a refreshed performance management framework that aligns organisational goals with individual development. This will include clear expectations, regular feedback, and recognition of achievements, as well as support for performance improvement where needed. These are designed to adapt to differing needs of the business, providing the consistency and support beneficial for all colleagues without the restrictive tick-box parameters set by traditional performance appraisals.

Career Pathways: We will introduce transparent learning and development pathways for each role, helping colleagues understand how they can grow within their current position or prepare for future opportunities.

Blended Learning Approach: Our rolling programme of development will be enhanced through a blended learning model, combining traditional face-to-face training with flexible digital learning solutions to meet diverse learning



preferences. Wherever possible we provide a range of environments, methods and timeframes for learners to participate in that can be adjusted to suit their individual learning preferences.

Adaptability and Responsiveness: As Coastline and our workforce continue to evolve, we will remain agile - adapting our people strategies to meet emerging needs and opportunities. We utilise the Insights Programme for all our colleagues across all areas of the business which helps us understand the individual strengths in our people. This allows us to position people appropriately, in roles where they will thrive. We couple this with agile working policies and a flexible approach to working, which together creates a workforce that is ready and able to respond to the ever-changing needs and demands on our services and from our customers. Ensuring training and competencies are constantly reviewed and upskilled is a critical part of this.

Enhanced Reporting

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

3.61% of employees obtained a professional qualification in 2024/25. This includes qualifications from the Chartered Institute of Housing, as well as building safety and compliance training.



Theme 12 – Supply Chain

C45 – How is Social Value creation considered when procuring goods and services?

What measures are in place to monitor the delivery of this Social Value?

Coastline is committed to conducting procurement activities in an environmentally and socially responsible manner, aligned with our Environmental Strategy and legal obligations. Sustainability is embedded throughout our procurement processes to ensure that our practices support both environmental goals and community wellbeing.

Environmental Responsibility

We ensure that sustainability is a key consideration in all procurement decisions. This includes:

- Evaluating suppliers' environmental policies during the tender process.
- Specifying responsibly sourced materials, with a preference for recycled or reused products.
- Ensuring all timber is sourced legally and sustainably, with clear documentation.
- Prioritising energy-efficient appliances and fittings.
- Exploring alternative materials with lower environmental impact.
- Using local suppliers and contractors wherever possible to reduce carbon emissions and support the local economy.

Social Value and Community Impact

Procurement plays a vital role in delivering social value and supporting our communities. Key initiatives include:

- Requiring suppliers to consider apprenticeship and employment opportunities for local residents as part of the tender process.
- Negotiating discounted rates on common goods and services that benefit

our customers, such as energy tariffs, home contents insurance, mobile phones, and energy-efficient white goods.

- Procuring furniture and appliances for our supported accommodation schemes through socially responsible channels.

We have adopted the HACT Social Value Tool, which enables us to measure and forecast the social impact of our procurement activities across the business. This includes a dedicated procurement module to ensure that social value is embedded from the outset.

Ethical Standards and Compliance

As part of our Approved Supplier and Contractor application process, we include specific questions to ensure alignment with:

- The Modern Slavery Act 2015, requiring suppliers to demonstrate how they prevent exploitation in their supply chains.
- The Living Wage Commitment, ensuring fair pay practices are upheld.

Looking Ahead

We recognise that clearly defining the social and environmental benefits we aim to achieve through procurement will help us deliver greater value for our customers and communities. In 2025/26, we will continue to strengthen our approach, ensuring procurement contributes meaningfully to creating sustainable, inclusive, and thriving local areas.

Enhanced Reporting

What is the relative weighting of Social Value considerations in procurement policies?

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

While this is something that we are currently unable to report on, we are actively improving our data around social value, looking at how we can measure this across the business as a whole. As part of HACT's Social Value Tool, there is a procurement module which will allow us to consider social value within our procurement and tendering processes.

C46 – How is Environmental impact considered when procuring goods and services?

What measures are in place to monitor the sustainability of your supply chain when procuring goods and services?

Coastline will carry out procurement activities in an environmentally responsible manner by ensuring that the procurement process takes into account environmental sustainability issues where possible to allow Coastline to deliver its Environmental Strategy and comply with all relevant legislation.

Coastline will reduce the impact of products purchased on the environment by sustainable procurement ensuring that materials are responsibly sourced, have low carbon impact, and adopt a preference for recycled or reused materials where practicable. Products with high Global Warming or Ozone Depleting Potential will be avoided.

We will prequalify new suppliers based on sustainable procurement selection criteria in line with Cornwall Council strategies:

- Use local suppliers and contractors wherever possible to minimise the environmental impact associated with transportation and contribute to the local economy.
- Ensure all suppliers, manufacturers and contractors comply with Health and Safety and Environmental legislation.
- Proactively develop relationships with its suppliers to ensure that any adverse impacts are minimised.
- Promote improvements in products, such as the reduction of packaging, through ongoing liaison with suppliers and manufacturers.
- Evaluate procurement of materials to ensure that over-ordering and wastage is reduced.

Coastline will always promote ethical sourcing during procurement and contract management:

- Undertake ongoing investigation into suppliers and manufacturers and their supply chains to ensure that products and materials are ethically sourced.
- Not knowingly purchase any products which have used child labour in any stage of the supply chain.
- Where products are being sourced from developing countries, expect suppliers to demonstrate that they are meeting labour standards in line with UN standards, through the Universal Declaration of Human Rights.

We will require that our suppliers and contractors specifically endorse key ethical trading requirements:

- Employment is freely chosen.
- Working conditions are safe and hygienic.
- Child labour shall not be used.
- Working hours are not excessive.
- No discrimination is practised.
- Regular employment is provided.
- No harsh or inhumane treatment is allowed.

Enhanced Reporting

How does the housing provider monitor supply chain risks, and what initiatives has the housing provider taken to drive higher sustainability performance across its supply chain?

Coastline measures risk through quarterly reporting to the Audit, Risk and Assurance Committee. There are 20 risks under the Markets & Supply Chain strategy risk category, which includes the risk of supply chain interruption through either sub-contractor or material supplier issues. There are agreements in place with local and national suppliers, multiple merchant accounts, direct manufacturer accounts and agreements to hold stock based on programme delivery and procured frameworks agreements in place for vehicles and materials, to provide assurance.

ESG table of goals and targets

The below table summarises the reporting themes and categories of the SRS assessment and links these to the wider United Nations Sustainable Development Goals (SDGs).

ESG Area	Theme #	Theme Name	Description	SDG Goal	SDG Target
Environmental	T1	Climate Change	Prevents and mitigates the risk of climate change	13 Climate Action	13.2 13.2 Integrate climate change measures into national policies, strategies and planning
	T2	Ecology	Promotes ecological sustainability	15 Life on Land	15.5 15.5 Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and by 2020, protect and prevent the extinction of threatened species. 15.9 15.9 By 2020, integrate ecosystem and biodiversity values into national and local planning, development processes, poverty reduction strategies and accounts
	T3	Resource Management	Sustainable management of natural resources	12 Responsible Consumption and Production	12.5 12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse 12.6 12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle
Social	T4	Affordability and Security	Provides affordable and secure housing	11 Sustainable Cities and Communities	11.1 11.1 By 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums
				10 Reduce Inequality	10.1 10.1 By 2030, progressively achieve and sustain income growth of the bottom 40 per cent of the population at a rate higher than the national average 10.2 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status
	T5	Building Safety and Quality	Resident safety and building quality are well managed	11 Sustainable Cities and Communities	11.1 11.1 By 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums
	T6	Resident Voice	Listens to residents' voices	11 Sustainable Cities and Communities	11.3 11.3 By 2030, enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries
	T7	Resident Support	Supports residents, and the local community		
	T8	Placemaking	Supports residents and the wider local community through placemaking		
Governance	T9	Structure and Governance	Legal structure of the organisation and its approach to Governance	16 Peace, Justice and Strong Institutions	16.6 16.6 Develop effective, accountable and transparent institutions at all levels
	T10	Board of Trustees	High Quality board of trustees		
	T11	Staff Wellbeing	Supports Employees	8 Decent Work and Economic Growth	8.5 8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value
	T12	Supply Chain Management	Procures responsibly	Responsible Consumption and Production	12.7 12.7 Promote public procurement practices that are sustainable, in accordance with national policies and priorities



Coastline

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