

Havencare Homes & Support

ESG STRATEGY

2026 - 2030



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 **havencare**
making a difference

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INTRODUCTION

We all want to live in an environment that can sustain healthy lives for ourselves and for future generations, protecting our natural resources and wherever possible giving back to the communities and society of which we are a part.



Increasingly we will see further regulatory compliance requirements from our commissioners and rising expectations from the people we support, our team members and local communities.

Furthermore in striving to achieve more efficient and sustainable practices we can improve our operational efficiency, improve our reputation and grow in the provision of homes and support.



THE STRATEGIC CONTEXT

In June 2019, the UK Government as part of the United Nations Framework Convention on Climate Change committed to reaching net zero emissions by 2050. These commitments are further underpinned for the Health & Social Care sector through the Environment Act 2021, The Climate Change Act 2008 and the Health and Care Act 2022, which refers to NHS England, but sets out good practice across the sector.

Additionally, now included within the CQC Single Assessment Framework are newly introduced quality statements relating to Environmental Sustainability, Sustainable Development and Governance, Management & Sustainability, all of which will be inspected for Social Care Providers under the Key Question of Well-Led, in the development of this strategy we evidence our commitment to ESG.

In terms of our responsibility as a provider of housing The Sustainability Reporting Standard for Social Housing, launched in 2020, has become the definitive framework for ESG reporting in the sector. With full regards to Havencare's ambition for the future it would additionally to fully embrace these standard. The most recent version of the Standard (2023) places even greater emphasis on sector priorities and resident issues, with specific questions aimed at improving transparency around damp and mould problems, net-zero targets, and equality, diversity and inclusion (EDI).

ESG PILLARS



Environment

Improving the environmental impact of our properties, through;

- Energy Efficiency & Carbon footprint
- Waste reduction & disposal
- Transport & travel
- Green spaces
- Ethical & responsible procurement



Social

Having a positive impact on the lives of people living in our ;

- Promoting equality & diversity
- Promoting healthy living & wellbeing
- Developing a skilled workforce
- Investing in our local communities



Governance

Ensuring a robust governance framework which underpins our purpose and serves all of our stakeholders, through

- Accurate & transparent reporting to stakeholders
- Effective Board & Management structures
- Robust governance & risk management
- Ensuring our cyber & data security



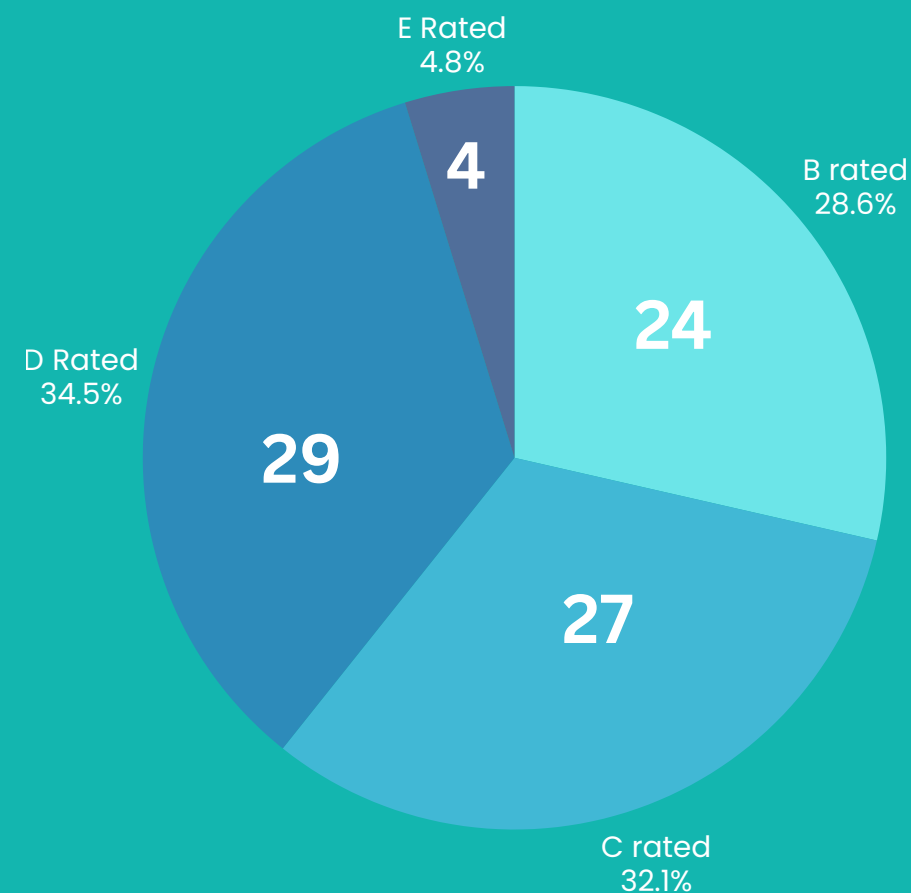
ENVIRONMENT



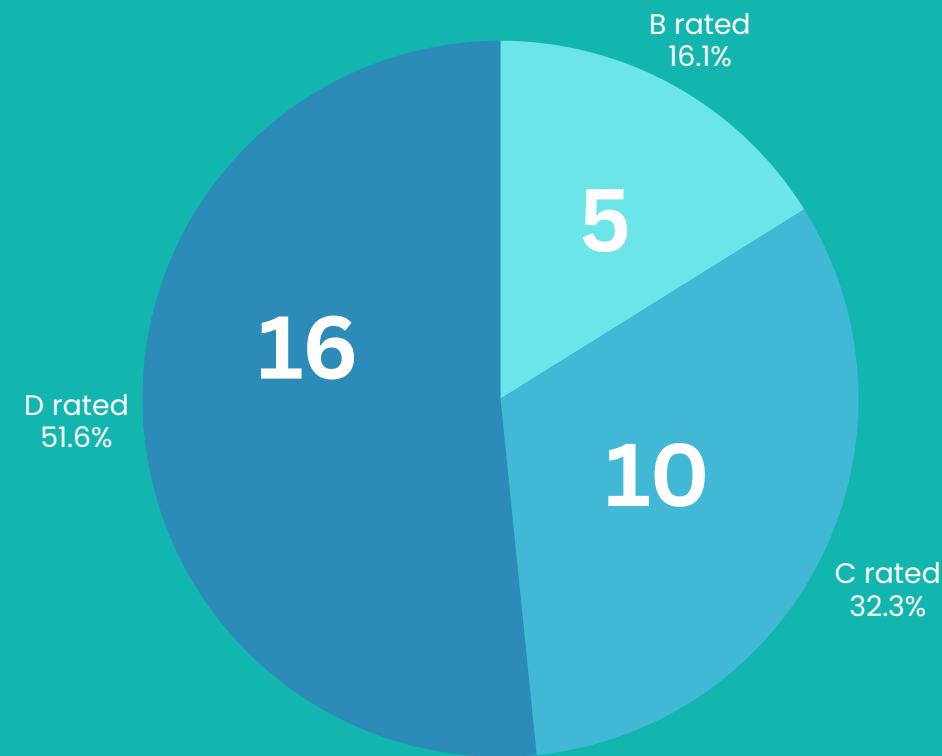
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EXISTING EPC RATINGS

To create a baseline upon which to improve we need to understand the current Energy Performance of our properties, not only those for which we are responsible, but also those properties in which we provide support so that we can engage with landlords to improve their energy performance and positively impact lives, both in terms of ensuring safe, efficient and sustainable homes, but also supporting physical, mental and financial wellbeing



Of the 84 people Havencare currently support, 55.6% (51 individuals) live in a property with an Energy Performance rating of C or above. The four PWS living in an E-rated property, live in Rockville operated by Lets for Life as Registered Provider



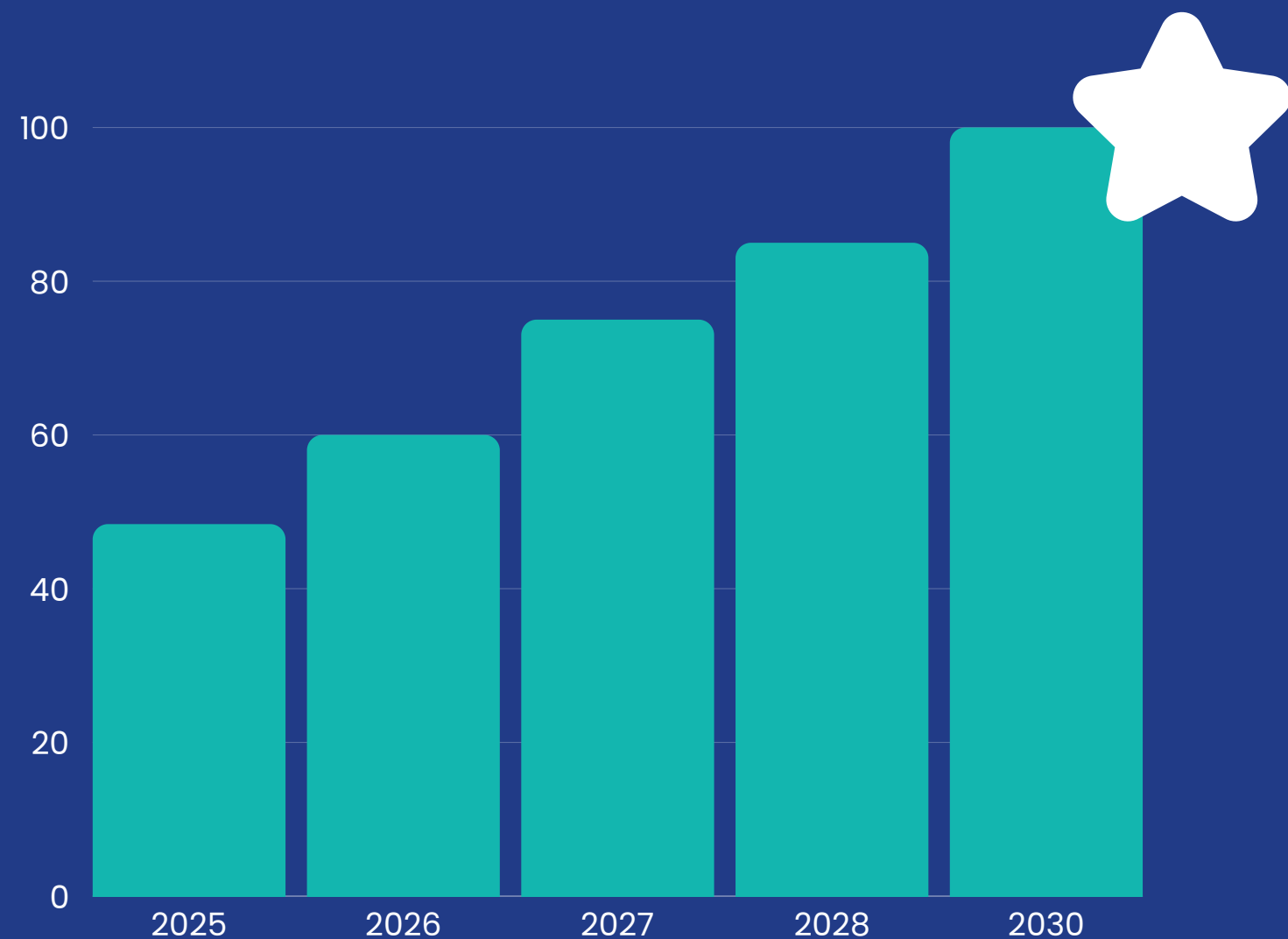
18 people we support live in properties owned or operated under let to lease arrangements by Havencare. 48.4% or 15 individuals live in properties with an EPC rating of C or better. Within Havencare's D rated properties are both Lipson Terrace and The Firs



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OUR EPC TARGETS

EPC Rating Improvement targets



EPC improvements to all Havencare owned or leased properties to improve year on year with a target that 100% of these properties will have an EPC rating of C or above by 2030.

We will also continue to engage with our partner housing providers to commit to improvements in the energy efficiency of their properties



HOMES ENVIRONMENTAL COMMITMENTS

All future planned and reactive maintenance of our properties will have full regard to the following priorities;

- To stop heat escaping through walls, roof, floors, doors & windows, through fit for purpose glazing and adequate insulation.
- Low energy lighting, ensuring correct lumens & consideration to PIR lighting in appropriate areas
- Installation of energy efficient heating systems to reduce a reliance on gas powered sources of heating

We will also work towards;

- Encouraging our tenants in the use of SMART meters to monitor their energy usage
- Support out tenants with end of life replacement of electrical equipment with increased energy efficient items
- Promote recycling and reuse wherever possible



HAVENCARE ENVIRONMENTAL COMMITMENTS

By continuing to build upon the implementation of Multi-Me electronic support planning and electronic medication administration, will a full review of our Head Office systems and practice we will continue to improve upon our commitment to becoming paper free by 2027.

We will instigate new procurement arrangements for 2026 engaging with all of the organisations in the supply chain, providing goods and services to Havencare, covering all areas of procurement, development, acquisition, retrofitting works, repairs, gardening, cleaning, waste and other services. Effective engagement in ensuring we are ethical and responsible in our approach to procurement will play a crucial role in achieving our sustainable and environmental ambitions . We are already reaching out to our partners and future suppliers to build strong relationships based upon a commitment to a sustainable future.

We will continue to embed energy efficiencies in our homes and offices and will work with community and charity partners to maximise recycling and reuse opportunities in areas such as end of life IT equipment.

As part of our annual review of Employee benefits, incentives and assistance programme, we will explore and promote initiatives such cycle to work and car share schemes and encourage the people we support to access the local community & appointments in partnership with sustainable transport providers



ENVIRONMENTAL COMMITMENT SUMMARY

WHAT	DESCRIPTOR	DATE
ENERGY PERFORMANCE	All Havencare owned or leased properties to have an EPC rating of C or above	2030
PAPER FREE	Build upon our digital transformation to eradicate reliance on paper records and archives	2028
PROCUREMENT	Develop a Havencare Procurement Framework that will assess our suppliers against environmental sustainability	2029
RECYCLING & REUSE	Donate end of life technology & equipment for community benefit	2029
TRANSPORT & TRAVEL	Promote and incentivise sustainable transport solutions to our teams and encourage the people we support to utilise sustainable transport solutions for community access and engagement	2029



SOCIAL



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EQUALITY & DIVERSITY

At Havencare, people are at the heart of everything that we do. As an employer we recruit across the diversity of our population and ensure our teams work in a fair, supportive and inclusive environment.

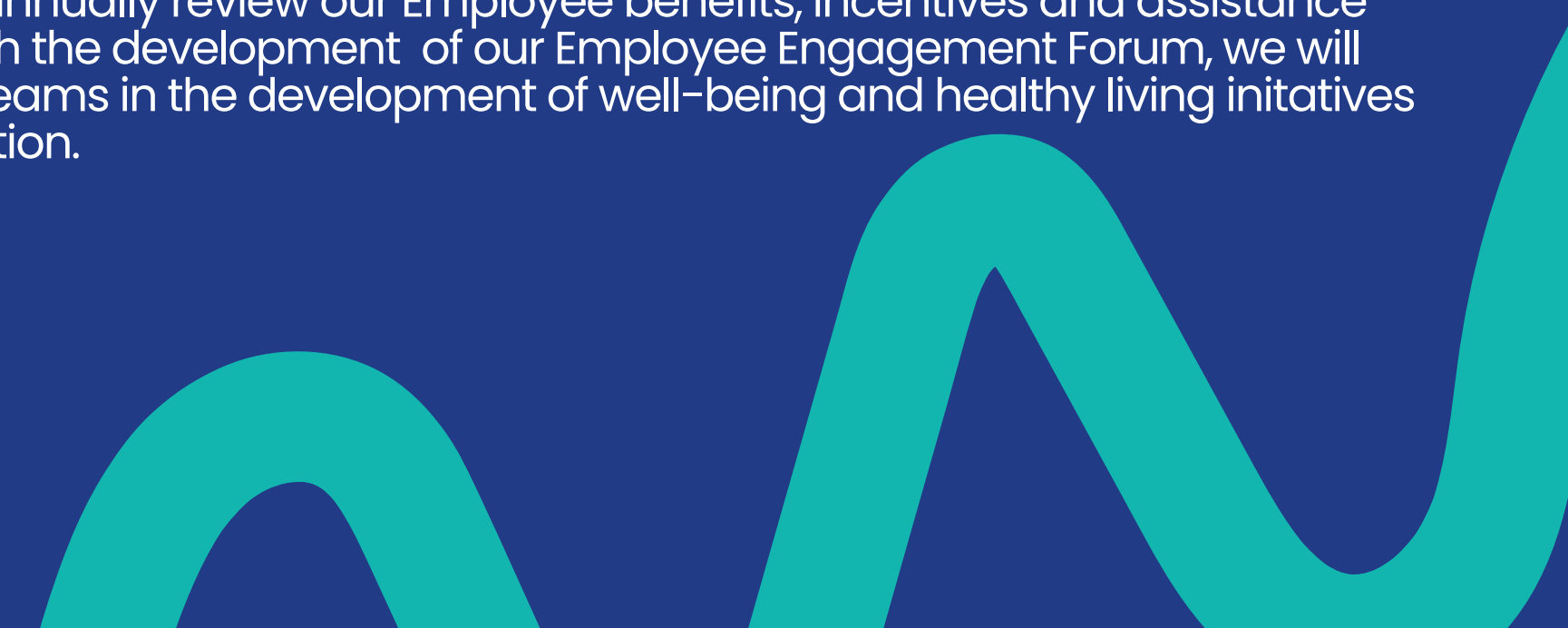
At this time, Havencare pays above National Minimum Wage, but by 2027, we seek to become a Foundation Living Wage Employer to ensure we support the financial inclusion of our workforce.

We don't just accept our differences, we celebrate them, support them and acknowledge we are a stronger organisation because of them.

In 2026 we will be focussing on the development of our People Forums, exploring how we can meaningfully engage with those who we work with and those who we support to ensure that Havencare remains a responsive, effective and accessible support and accommodation provider and employer.

As an employer we commit to reviewing our employee benefits, incentives and assistance programmes on an annual basis. We also commit to engage on an annual basis with our employees and the people we support to understand how we are performing as a housing and support provider and employer and learn how we can continuously improve.

We will continue to annually review our Employee benefits, incentives and assistance programme. Through the development of our Employee Engagement Forum, we will seek to involve our teams in the development of well-being and healthy living initiatives across the organisation.



A SKILLED WORKFORCE

Fundamental to Havencare, is ensuring that our teams have the skills and knowledge to provide great support. From our induction of new team members, completing their Care Certificate and ongoing skill development through to career progression pathways and developing our leaders of the future, our approach includes nurturing our team and equipping them with the skills they need and wish to develop.

In a changing landscape of recruitment from overseas we need to further exploring how we can 'grow our own' support workers, proactive leaders and managers of the future, through innovative investment in training and formal skills programmes.

In 2026 we commit to develop our own Training and Development Strategy, ensuring that all aspects of the training and development we provide to our teams is fit for purpose, from induction, the development of specialisms to enhance our offer to the people we support, through to vocational qualifications and leadership skills.



OUR LOCAL COMMUNITIES

Our homes are placed in the heart of our communities and we strive to be a positive force where we operate. From the installation of defibrillators in some of community based properties, using our Head Office through to collaborative charitable events, at this time we do not have a formalised approach to community engagement so by 2027 we will formalise our Community Engagement Strategy.

In the meantime we will continue to open up our central facilities as a community resource and we will focus on collaborative working in all that we do to benefit the local community.

We will also continue to look to our local communities in all of our recruitment needs and engage with our local schools and colleges to promote social care careers.



SOCIAL COMMITMENT SUMMARY

WHAT	DESCRIPTOR	DATE
FOUNDATION LIVING WAGE EMPLOYER	To engage our Commissioners and lobby our elective representatives to reach a Fair Pay Agreement for Social Care and support our colleagues through attaining Foundation Living Wage status	2028
EMPLOYEE FORUM	To engage with our teams to create a meaningful forum for representation, ideas and collaboration	2027
CO-PRODUCTION & COMMUNITY ENGAGEMENT STRATEGY	We will endeavour to embed co-production & community engagement across all parts of our organisation. This will form an integral element of our continuous improvement framework	2029
TRAINING STRATEGY	To review all aspects of Training & Development from Induction, through to qualifications and leadership skills	2027



GOVERNANCE



ACCURATE & TRANSPARENT REPORTING

Good governance is everyone's responsibility, with a duty to ensure safety, quality of support and an open culture for all. Havencare is committed to providing high quality support and housing through a robust governance framework that is transparent, accountable and inclusive.

Further to our regulatory and commissioner requirements for transparent reporting, we are also regulated by The Charity Commission and we are required to produce a Trustees Annual Report, with a set of accounts and an annual return, this highlights that our ESG commitment is incorporated into Trustee level reporting. Havencare Trustees are also committed to The Charity Governance Code. The Code sets out universal principles of governance for charities to consider and helps to shape a common view of what good looks like.



CYBER SECURITY & DATA PROTECTION

Our data breach policy and procedures are reviewed annually. We hold special category data, which means we are accountable under the General Data Protection Regulation (GDPR). As such, we have a rigorous approach to maintaining data security. In 2022 Havencare achieved compliance with the NHS Data Protection and Security Toolkit (DPST) and in 2025 was assessed as exceeding security standards.

Our network providers are a trusted partner with a secure network setup. All devices must be authorised to sit on the network, and all laptops are encrypted. We employ a nominated Data Protection Officer to support the group with full GDPR compliance and have contracted with Acronyms as our IT provider to offer enhanced cyber security and IT support services.



RISK MANAGEMENT

Good governance is about making sure we are doing the right things, in the right way for those who live and work in our homes. It is about being open, transparent, inclusive and accountable. It means we can provide good quality, sustainable services and ensure learning opportunities to constantly improve. In addition to our Registered Managers and company leaders, the Havencare Trustees review and approve strategy, receive regular updates and hold us to account on the progress and performance against our stated ESG aims and objectives.

By the end of 2026 we will have reviewed & renewed our governance framework, ensuring that service level and group wide governance meetings contribute to shared learning. Each region will have a refreshed local risk register that will feed into a refreshed Group Risk Register in 2026.

As Havencare evolves, the organisational structure will be reviewed to ensure effective governance and support.



GOVERNANCE COMMITMENT SUMMARY

WHAT	DESCRIPTOR	DATE
GOVERNANCE FRAMEWORK	Redefine our guidance to ensure regulatory and operational compliance and guide process and practice, we will strengthen our approach to approach to Governance through the continuing development of oversight committees, employee engagement and co-production	2026
RISK FRAMEWORK	We will develop a risk framework that is proportionate, practical and integrated, which balances our aspirations for growth, whilst continuing to deliver safe & effective services	2026
TRUSTEE BOARD	Further develop a reflective Board of Trustees, that contribute skills, knowledge and experience and provide effective governance to the Charity. We will continue to recruit and invest in a Board of Trustee that reflect the skills and aspirations of the organisation.	2026