

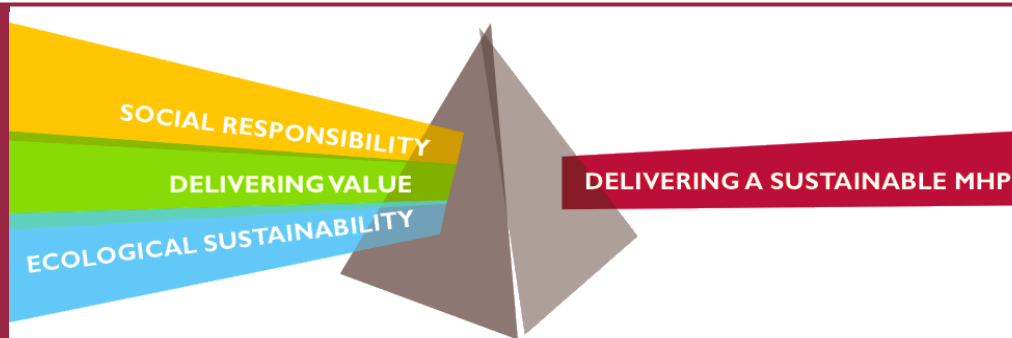
Our Sustainable Future

Sustainability Strategy 2010-2013

We recognise that sustainability is key to our long term stability and success. The Partnership shares a common goal to give our customers a **better deal in society**, whilst recognising the need to **protect and enhance the environment** through our own and others' activities.

As a **socially minded organisation**, sustainability is inherently at the **heart of all that we do**. From developing and maintaining homes to supporting and caring for our customers, the challenge is to **find better ways of working** that are **more efficient**, deliver a **better service** to our customers and **minimise our impact** on the environment.

We have had a corporate commitment to sustainability since 2004. **This strategy sets out MHP's updated commitment to sustainability.**



Our commitment:

In these tough economic times, MHP is focused on driving an organisational culture of efficiency and effectiveness to deliver quality services in a sustainable manner. MHP is committed to maximising our own resources and grants to deliver social benefit, while minimising our adverse environmental impacts.

MHP will ensure through strong leadership and delivery of the highest standard, that:

- we make a targeted and measurable contribution in providing high quality affordable homes and support services in a sustainable manner for our customers
- sustainability issues are addressed consistently across the Partnership, whilst recognising the value of local flexibility
- we are compliant with all applicable statutory, regulatory and other requirements
- we continually improve by setting specific, measurable targets against deliverable action plans
- staff, customers and people working on MHPs' behalf are aware of and understand our commitment to sustainability
- we publish annually a sustainability report and periodically review and update our strategy

Making it count:

We will make a targeted and measurable contribution to sustainability. Our commitment to **Social Responsibility** and **Delivering Value** is well recorded in other corporate reporting channels. In reporting our commitment to **Ecological Sustainability**, we will track the indicators relating to the following key performance questions.

Our Partnership

- Do we have the systems and processes in place to manage our environmental performance?
- Are we managing a reduction in our energy consumption in line with regulatory developments?

Our People

- Are we providing support and advice to help our staff and customers reduce their carbon footprint?
- Are our customers and staff taking action to reduce their carbon footprint?

Our Existing Homes

- Are we improving the energy efficiency of our housing stock?
- Can we achieve the Government target of '80% plus' reduction in carbon emissions in our existing stock by 2050?

Our New Homes

- Can we achieve the Government target of zero carbon in new homes by 2015?
- Are residents realising the additional benefits of improved (greener) homes in their lifestyles?





Social Responsibility

SRI Housing Need: Continue to support and strengthen communities through provision of affordable homes to rent, building new homes and providing new affordable housing solutions for low and moderately paid households.

SR2 Social Inclusion: Work with customers and partners to deliver against our social principles. Continue to have ambition and drive to find new ways to tackle inequality and reduce social exclusion, specifically on issues such as anti-social behaviour, worklessness, financial inclusion and fuel poverty.

SR3 Care & Support: Deliver support and care for people who may require additional help because of their health, disability, age or other individual needs.

SR4 Diversity: Ensure our services are accessible for all. Understand the changing demographics of our customers and communities and develop our services accordingly.

SR5 Community Investment: Continue our commitment to invest in our local communities, working with local people and organisations to build stronger communities through joint action.



Delivering Value

DV1 Customer First: To put the needs of our customer first and have them at the heart of our decision making.

DV2 Value for Money & Surplus for Reinvestment: We will look for the most business-effective way of working in order to do more, ensuring we are efficient, effective and economical, recognising that achieving these will help us achieve our social and environmental objectives.

DV3 Organisational Change: Continue the transformation of the organisation, scrutinising the way we do things, challenging inefficiency and changing habits to strengthen our Partnership and improve the services we deliver, whilst maintaining care and concern for our employees.



Ecological Sustainability

ES1 Environmental Management: Carry out regular reviews of departments, functions, contractors and suppliers to enable good environmental performance, whilst taking into account best practice, social and economical constraints and our corporate commitment to sustainability. This will be supported by the process-review cycle and process library within KnowledgeBase.

ES2 Waste Management: In our office environment progressively reduce-reuse-recycle our waste and prevent landfill in the future.

ES3 Energy Efficiency & Climate Change: Target energy efficiency investment in our worst-performing homes. Learn and share knowledge about the best ways to improve energy efficiency in our existing homes and offices. Monitor and use customer feedback to improve the implementation of energy-saving techniques and technologies. Ensure all new homes adhere to our high design standards. Prepare services for the challenges imposed by climate change, for example, the increased risk of overheating and flooding in our homes.

ES4 Transport: Seek opportunities to minimise carbon emissions from staff and contractors' travel. Support delivery of a focused plan that co-ordinates a sustainable approach to staff transport, both to and from work and whilst at work.

ES5 Biodiversity: In our new home developments we will maximise the re-use of previously developed sites, rather than using green field sites. We will enhance wildlife through the management of our open spaces.

ES6 Procurement: Contractors and those who provide us with goods and services will work to similarly high standards of sustainability. Opportunities in procurement will be sought to make use of our purchasing power and support our sustainability objectives, whilst maintaining a balance between the social and economical needs of the organisation.

ES7 Environmental Awareness: Work with staff and partners to deliver energy advice services for customers so that they can take action in the face of higher energy prices. Ensure staff are trained and developed to be able to understand MHP's commitment to sustainability and ensure those commitments are met.

Related documents:

- Sustainability Governance Structure (Delivering a Sustainable Metropolitan Housing Partnership)
- Annual Sustainability Report