INSPIRE NORTH

# ANNUAL SOCIAL VALUE REPORT

2025 - 2026



# 01 FOREWORD



## I am delighted to present Inspire North's Social Value Annual Report for 2025/26

A year of change, growth and shared purpose. As Community Links and Foundation came together as one Inspire North, we strengthened our identity and renewed our commitment to creating a world where everyone matters.

Our values of **People, Integrity, Collaboration and Passion** continue to shape how we work and the difference we make. Throughout the year, we strengthened our approach to social value through improved governance, stronger stakeholder engagement and clearer evidence of impact.

This report celebrates both our progress towards **Social Value Quality Mark Gold** and the everyday impact created across our services and communities. It also reflects the early development of initiatives such as the Peace Conference, built on the principles of listening, inclusion and connection.

As we look ahead, we are proud of what we have achieved, honest about what we can do better, and committed to continuing to create lasting positive change.

Warm regards,
**Ruth Kettle**
**CEO**

### MESSAGE FROM SINÉAD CREGAN



**Director of Development and Innovation and SLT Social Value Sponsor**

2025/26 has been an important year in our journey from Social Value Quality Mark Silver towards Gold. Colleagues across Inspire North have worked hard to strengthen our evidence, engagement and impact measurement, helping us better demonstrate the difference we make.

As Director of Development and Innovation, I have seen how strong social value supports service improvement, organisational development and future growth. This report highlights the positive impact created every day, and I am proud of the progress we have made together.

# 02 INTRODUCTION: SOCIAL VALUE LIVED EVERY DAY

2025/26 has been a significant year for Inspire North as our first full year operating as one organisation and continuing our journey towards **Social Value Quality Mark Gold accreditation.**

Social value is created every day through the actions of our employees, volunteers, clients, tenants, partners and communities, helping people build skills, improve wellbeing, reduce isolation and achieve greater independence.

Guided by our values of **People, Passion, Integrity and Collaboration**, we continue to listen, learn and improve. This report combines stakeholder feedback, impact data and real-life stories to demonstrate the positive difference we make in people's lives and communities.

**A year of impact, growth and change.**



# 03 ABOUT INSPIRE NORTH



Inspire North is a values-led Community Benefit Society working across the North of England, supporting people experiencing complex challenges and inequality through mental health, housing, dementia, domestic abuse, resettlement, wellbeing, young people's and community services.

For us, social value means "the worth of the difference we make to people's lives and our local community." It is reflected in safer homes, improved wellbeing, stronger relationships, greater independence, reduced isolation and community connection.

We create this value through our services, partnerships and everyday decisions: working with others to build trust, respond to need and strengthen the communities we are part of.

During 2025/26, Inspire North achieved **Good Business Charter accreditation** and signed the **Armed Forces Covenant,** adding to our existing **Social Value Quality Mark Silver foundation** and wider commitments to inclusion, employee wellbeing, volunteering and environmental management.

These commitments strengthen our social value by showing that we are embedding responsible business, fair work, ethical practice and support for the Armed Forces community into the way we operate. Together, they provide visible evidence that social value is part of how Inspire North works every day, not just what it reports.

# 04 SOCIAL VALUE IN NUMBERS

## The Value We Create

Throughout 2025/26, Inspire North continued to create social value through the services we deliver, the people we support, the partnerships we build and the communities we strengthen. While no single number can capture every life changed, every opportunity created or every act of support delivered, the figures below demonstrate the measurable social value generated across the organisation during the year.



**Creating Opportunity Through Learning and Development**
**342 Accreditations Achieved**

Employees and volunteers gained recognised qualifications and accreditations, strengthening skills, confidence and professional development across the organisation.



**£4.55 Million**
**Invested Through Local Partners**

Commissioning and subcontracting through local organisations helps strengthen community capacity, support collaborative delivery and extend social impact beyond our own services.



**£10.2 Million**
**Measurable Social Value Delivered**

Inspire North generated £10.2 million of measurable social value during 2025/26 through positive outcomes for people, local employment, responsible procurement and investment in communities. This represents the measurable value created through our services, partnerships, local investment and support for people and communities.



**£4.74 Million Invested Through Local Suppliers.**
We directed 44.9% of location-classified spend to local suppliers, helping retain economic value around our core operating areas and supporting resilient local supply chains. Local means a supplier or spend location within 50 miles of the core operating areas

**81%** of clients and tenants reported improved wellbeing

On average **68%** of employees are local to their workplace.

**5% Within 30 Days | 99% Within 60 Days**
Supporting Suppliers Through Prompt Payment Prompt payment supports healthy cash flow and helps SMEs, VCSEs and local suppliers participate sustainably in the supply chain. This strengthens supplier resilience, protects employment and helps social value circulate within local communities.



During 2025/26 over **9,731 clients** and tenants engaged with our services.

Our supporters and communities played an important part in creating social value too, **raising £10,334.71** to provide additional opportunities and experiences for clients and enhance the support our services can offer.

**£5.78 Million Invested Through SMEs and Microbusinesses.**
We directed 49.5% of supplier-category spend to SMEs and microbusinesses, supporting diverse supply chains, local enterprise and opportunities for smaller organisations.

# A STRONGER SOCIAL VALUE CULTURE

During 2025/26, Inspire North strengthened its approach to evidencing social value through improved governance, stakeholder engagement, impact measurement and organisational learning. Alongside our journey towards Social Value Quality Mark Gold, we continued to embed social value into planning, service delivery, procurement, partnership working and decision making across the organisation.

The figures demonstrate the measurable value created across Inspire North during 2025/26, but they tell only part of the story. The true value lies within the stories, experiences and outcomes shared throughout this report.

From improved wellbeing and greater independence to stronger community connections, trusted relationships, volunteering, skills development and partnership working, social value is not something we do in addition to our services. It is the difference our services make every day.




**Behind every statistic is a person who has been supported to move forward, a community that has been strengthened, or a partnership that has helped create positive change. Together, the figures and narratives in this report demonstrate the breadth and depth of social value created across Inspire North throughout the year.**

# 05 OUR SOCIAL VALUE JOURNEY



## From Framework to Culture

In 2025/26, social value moved from framework to culture. **We made it easier to understand, evidence and use in everyday decisions**: from service improvement and procurement to partnerships, planning and governance.

- **Refreshed tools,** including the Social Value Playbook, Stakeholder Engagement Framework, Feedback, Impact and Trust Governance Framework, Social Value Annual Cycle and Partner and Supplier Social Value Guide, gave colleagues, leaders, partners and suppliers clearer ways to contribute.

- **Our Going for Gold project brought pace and focus.** Through newsletters, training, mock audit preparation, project meetings and evidence-gathering, we celebrated where social value was already thriving and identified where stronger systems, expectations and data were needed.

- This was also the year we moved from describing social value to actively managing it. **We reviewed pledges and Key Value Indicators,** strengthened internal communications and used audit preparation to test the quality, credibility and usefulness of our evidence.

**Social value is becoming part of how Inspire North thinks, listens and acts.**

This year made our social value more visible, intentional and connected to the people and communities we support.

**Claire Walker, Head of Quality and Compliance**

Most importantly, we listened more deeply. By asking richer questions about impact, trust and attribution, we heard what people value most: being listened to, feeling safe, being treated with dignity, receiving practical help, building confidence and finding connection.

# 06 OUR SOCIAL VALUE IN ACTION



## How Our Values Show Up in Services and Communities

Across 2025/26, our services showed that social value is not something separate from delivery: it is delivery at its best. It is the everyday work of keeping people safer, reducing isolation, building confidence, preventing escalation, supporting recovery and helping people feel part of something again.

## The examples below show our values in action.

This section also replaces some of the “community impact” feel of the previous annual report by bringing together service-level stories, innovation, local partnership work, awards, internal grants, client-led activity and public-facing examples of impact. It shows the breadth of social value created across the organisation, not only through formal outcomes but through creativity, responsiveness and practical action.

## Internal Grants Scheme:

The Internal Grants Scheme transforms client feedback into practical action. Small grants have supported wellbeing, independence, creativity, physical health, community connection and improvements to service environments. Many projects were co-produced with clients, ensuring funding reflected what people said would make the greatest difference.

**During 2025/26, awards included:**

- **£3,219.54 across six applications in Quarter 1**
- **£2,056 across three applications in Quarter 2**
- **£4,248 across seven Winter 2025 applications.**



Projects included **wellbeing spaces, cooking groups**, **arts activities, yoga, gym access, cycling, gardening, sensory rooms**, **creative therapies** and **practical items that support independence**. Although often small in cost, these investments created significant impact.
The scheme demonstrates client voice, local partnership and tangible improvements to everyday service life.

**People means seeing the person, not the problem. Passion means going the extra mile because the work matters. Integrity means doing the right thing and protecting trust. Collaboration means recognising that stronger communities are built together.**

# SCARBOROUGH RACS: OVERCOMING BARRIERS TO REINTEGRATION

Scarborough Rehabilitation and Community Safety Service demonstrated social value through partnership working and community engagement. Working alongside Age UK, Police and Probation services, clients were supported into volunteering opportunities, helping them build confidence, routine and purpose.

An Internal Grant also funded cooking courses with Coast Tuition, enabling clients to develop practical skills in cooking, budgeting and nutrition while improving wellbeing and independence.

**"All activities I have done with Inspire North are really fun. They help with key skills of the day like cooking, budgeting and socialising."**





# ALLOTMENTS, GARDENS AND GROWING SPACES:

## SOCIAL VALUE ROOTED IN PLACE

Growing projects across Inspire North have created opportunities for clients to build confidence, practical skills and community connections. Scarborough's allotment project, developed with Lost the Plot, enabled clients to learn new skills, improve the wider allotment environment and strengthen relationships with the local community.

Similar projects were delivered across services including Live Well Leeds, Aspire, The Maltings, Octavia House and Young People's services. Together, they demonstrate how outdoor spaces can support wellbeing, routine, food growing, social inclusion and client-led co-production.

# OAKWOOD HALL RECOVERY CHEF:

## RESTORING INDEPENDENCE THROUGH FOOD

Oakwood Hall's Recovery Chef initiative, led by Karl Hawkins, received a commendation at the Assessment Services Ltd Awards 2025. Through cooking and shared activity, residents developed confidence, independence and essential life skills.

Over 11 months, the programme delivered 519 recovery sessions, supporting residents to build budgeting, planning and resilience skills while strengthening recovery through the CHIME model of connectedness, hope, identity, meaning and empowerment.

**"Cooking helps me feel in control. It's something I can do for myself."**



## CALDERDALE DEMENTIA HUB: CREATIVITY, INCLUSION AND COMMUNITY WELLBEING

Calderdale Dementia Hub delivered a range of dementia-friendly activities including wellbeing events, screenings, singalongs and creative groups that helped reduce isolation and strengthen community connections.
The service also attracted significant community support through fundraising, donations and engagement with local partners, demonstrating the reciprocal value created between services and communities.



Kirklees Dementia Hub



## KIRKLEES DEMENTIA HUB: EXCEEDING EXPECTED SOCIAL VALUE

Kirklees Dementia Hub generated more than four times its expected social value output, delivering £108,548 against a target of £26,742.

The Hub strengthened local communities through volunteering, partnerships, equality and inclusion activity, and support for people living with dementia and their carers, creating impact well beyond contractual requirements.

## ASPIRE: RECOVERY THROUGH ADVENTURE, CONFIDENCE AND CONNECTION

Aspire's Voyage to Recovery used sailing and teamwork to build confidence, resilience and trust among clients experiencing mental health challenges.

The project was supported by fundraising and community partnerships, including donations from Switalskis Solicitors and Aspire's own fundraising activities.

*"The Voyage helped me grow as a person and know we can accomplish anything as a team if we put our minds to it!"*





## LINKING LEEDS AND THRIVE AT WORK: HEALTH, EMPLOYMENT AND WELLBEING

Through the Thrive at Work programme, Linking Leeds delivered an Integrated Coaching Service that combined social prescribing with work and health coaching. The initiative helped people manage health conditions, improve wellbeing and remain in or return to employment.

The year also saw the launch of new prevention-focused services, including Smoking Cessation and Thrive at Work, helping increase awareness and access to support across communities.

## DARLINGTON SERVICES: HOUSING, LOCAL ECONOMY AND PARTNERSHIP TRUST

Darlington Services demonstrated social value through housing delivery, local procurement and strong commissioner relationships. Services received excellent contract monitoring feedback, including recognition for securing affordable accommodation for those who needed it most.

Durham Complex Needs also supported the local economy by purchasing through local charities and contractors. The service was successfully retained through a competitive tender, achieving an exceptional quality score of 99.99%.





## CMHT WOMEN'S SPECIALISM: RESPONDING TO NEED THROUGH PARTNERSHIP

Working with LYPFT commissioners, the Community Mental Health Team developed specialist roles to strengthen support for women with complex and enduring mental health needs.

The expansion provides trauma-informed, person-centred care while improving integration with women's services across Leeds and responding directly to identified local need.

# CLEAR, MEN'S TALK AND COMMUNITY CONNECTION

Internal Grants supported a range of creative and therapeutic projects across CLEAR and Men's Talk, including performance, art, equipment and wellbeing initiatives.

During 2025/26, Men's Talk participated in World Suicide Prevention Day events linked to the Baton of Hope campaign and was shortlisted for Campaign of the Year at the National Men and Boys Awards. Meanwhile, community initiatives such as the Kirklees Lantern Parade promoted mental health awareness, inclusion and community engagement.





# CLEAR MEN'S TALK: CHANGING CONVERSATIONS ABOUT MENTAL HEALTH

Created and performed by men with lived experience of mental ill health, Men's Talk uses creativity and storytelling to encourage open conversations about mental health, trauma and suicide prevention.

By its 35th performance, the project had engaged a wide range of audiences while helping participants build confidence, purpose and connection.

# YOUNG PEOPLE'S SERVICES: CONFIDENCE, CREATIVITY AND COMMUNITY

Young People's services used Internal Grants to support wellbeing, independence and confidence-building through activities such as gym memberships, outdoor projects, creative workshops and practical move-on support.
Services also developed client-led spaces, including Richmond YPP's "Zen Den", designed with young people to provide a welcoming and supportive environment.



# WOMEN'S COUNSELLING AND THERAPY SERVICE: PROTECTING SPECIALIST SUPPORT THROUGH PARTNERSHIP



The partnership with Women's Counselling and Therapy Service strengthened access to specialist counselling and trauma-informed support for women and girls across Leeds.

During 2025/26, the service secured over £84,000 in grant funding, helping sustain and expand support for underserved communities.

# STANDING AGAINST RACISM AND HATE: SOCIAL VALUE AS SAFETY AND BELONGING

Inspire North continued its commitment to creating safe, inclusive communities through anti-racism activity, Race Equality Week initiatives, Project Unity and public campaigns promoting belonging and equality.

This work included Black History Month activities, anti-racism engagement and participation in the 16 Days of Activism Against Gender-Based Violence campaign.



# DIGITAL INCLUSION: KEEPING PEOPLE CONNECTED



Through the Good Things Foundation National Databank, Inspire North expanded digital inclusion support so that 10 services can provide clients with free SIM cards for up to two years.

Alongside an estimated value of £300 per person per year, the initiative helps people stay connected, access services, attend appointments and reduce isolation.

# 07 OUR STAKEHOLDERS



## Our Stakeholders: Listening, Trust and Shared Impact

Our stakeholders are the people and organisations who **experience, shape and extend** Inspire North's social value. They include clients, tenants, families, carers, employees, volunteers, commissioners, referrers, delivery partners, community organisations, suppliers, contractors and wider system partners.

During 2025/26, we developed our Stakeholder Engagement Framework **to make listening more consistent, inclusive and useful.** The framework helps us bring feedback together across stakeholder groups and focus on what matters most: experience, trust, impact and attribution.

This marks an important step in our Gold journey. It moves us beyond satisfaction alone and helps us understand whether people trust us, what difference they experience, and how much of that difference they connect to Inspire North.

### Client and Tenant Voice

Clients and tenants told us that Inspire North support is compassionate, practical, respectful and person-centred. Across **540 survey responses and 61 in-depth interviews**, people described feeling safer, more confident, less isolated, better informed, more in control and more able to move forward.

**"I cannot imagine where I would be without Inspire North helping me"**

**Highlights:**

**98%**
overall satisfaction (approx)

**91%**
reported improved mental health and wellbeing in the September to March survey

in-depth interviews showed improved mental health across housing, mental health and wider support services.

**Trust and attribution:** trust remained very strong, with trust-related scores of:

**94.1%**
in the September to March survey.

**98.8%**
in the April to August survey

**On average, clients and tenants attributed £6.54 out of every £10 of support value to Inspire North, equal to 65.4%.**




## Volunteer Voice

Volunteers are vital partners in creating social value. They give time, skills, lived experience and local knowledge, while also gaining confidence, purpose, connection and development through their roles.

Highlights: 97.6% of respondents **were satisfied with their volunteering experience**, felt valued, believed their time was used well, and said they could use their existing personal or professional skills. Volunteers also shared powerful examples of personal growth, community contribution and feeling part of something meaningful.

Trust and attribution: the calculated volunteer trust score was 100% , an increase on the previous year. Attribution was not directly measured in the 2025 Volunteer Experience Survey, so this will be built into future engagement activity to better understand how volunteers connect changes in confidence, skills, purpose and community impact to Inspire North.

> **"I retired from full-time working and felt I'd lost my purpose. I wanted to do something to give back to the community I live in."**

## Wider Stakeholder Voice

Commissioners, referrers, delivery partners and multi-agency professionals told us they value Inspire North's collaboration, trauma-informed practice, safeguarding, accessibility and willingness to work through complexity.



Highlights: Partnership working was the strongest theme, with stakeholders describing services as accessible, collaborative, customer-focused and caring. Feedback also highlighted equality and inclusion, safeguarding and the practical value of working together around complex pathways.

Trust and attribution: Wider stakeholder trust averaged 84% , with most respondents saying they fully or mostly trusted Inspire North to live its values. Average attribution was around 60%, showing that stakeholders see Inspire North as a major contributor to positive change while recognising that social value is created through shared systems and partnerships.

> **"Inspire North sets the tone, but other partners equally support the values and contributions of the service."**

# EMPLOYEE ENGAGEMENT

At the heart of our social value approach is our commitment to creating a workplace where employees feel valued, supported and able to make a meaningful contribution. We continue to measure engagement through the independent Best Companies survey, using the results to recognise our strengths and identify where further improvement is needed.

In 2025, Inspire North retained its **2 Star Outstanding** Best Companies accreditation. Our Best Companies Index score increased slightly from **708.0 in 2024 to 708.4 in 2025,** demonstrating that we maintained outstanding levels of employee engagement during a period of significant organisational change.

## Engagement Scores & Response Rate




## Our position within the Best Companies rankings also improved:

**11th**

in the UK's Best Charities to Work For

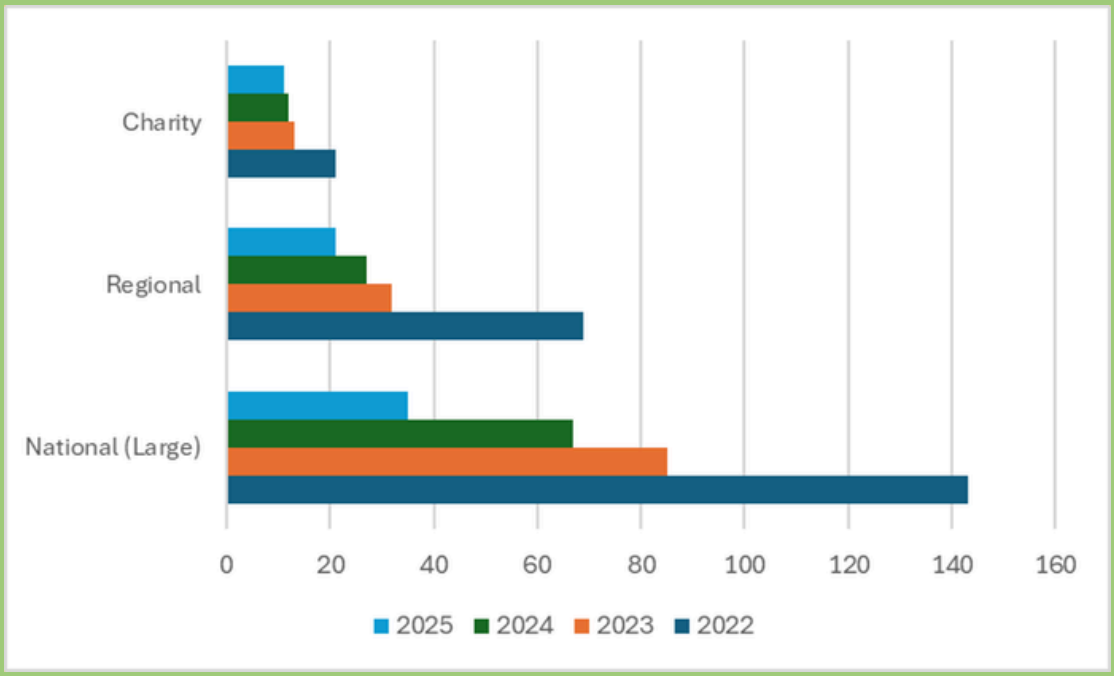
**21st**

in the Best Companies to Work For in Yorkshire and the Humber

**35th**

in the Top 100 Large Companies to Work For nationally.

# Progress within the Best Companies Lists...




**The 2025 results demonstrate continued confidence in our purpose, services and workplace culture:**

**88%** Agreed that the organisation is keen to help people from disadvantaged backgrounds.

**86%** Had confidence in the leadership skills of their manager.

**86%** Agreed that the organisation is run on strong values and principles.

**84%** Enjoyed working with everyone in their team.

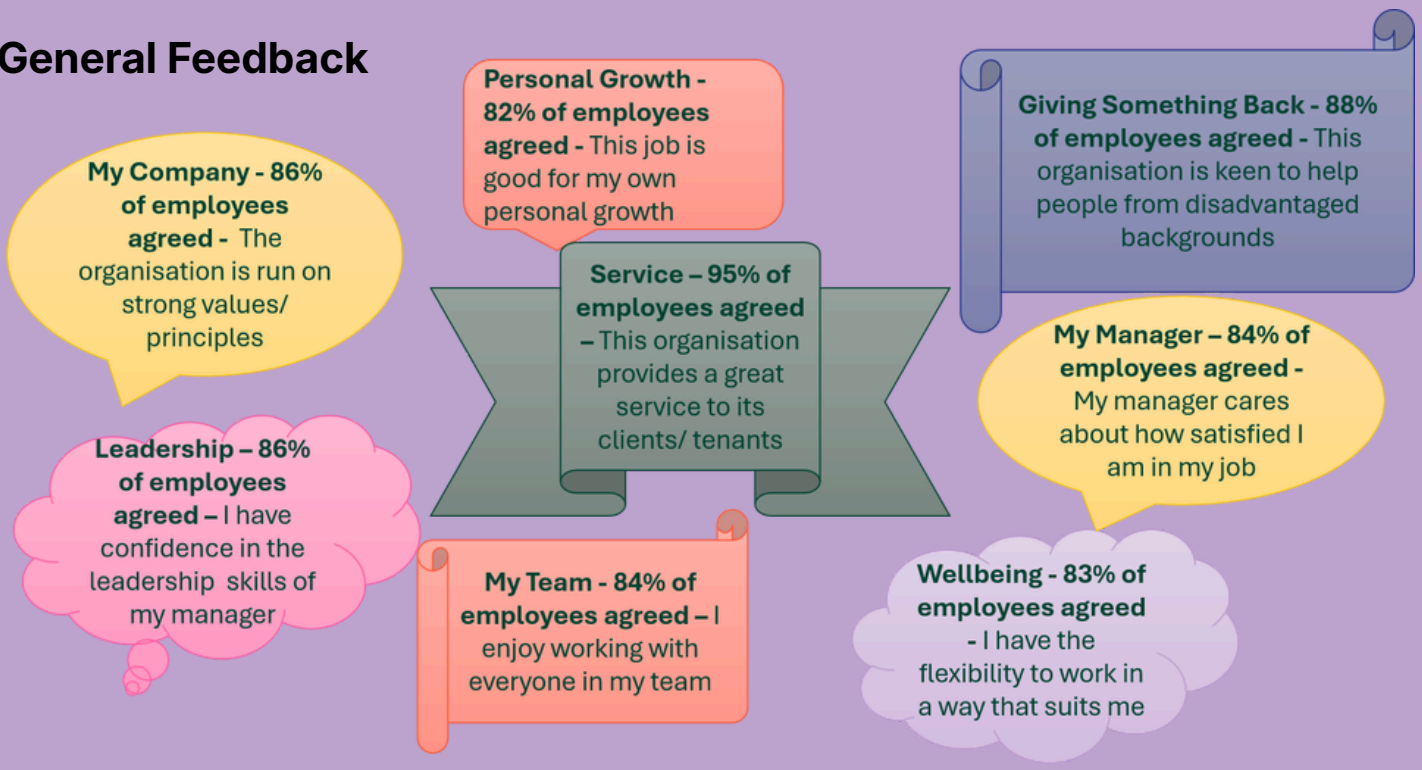
**84%** Agreed that their manager cared about their job satisfaction.

**95%** Agreed that Inspire North provides a great service to clients and tenants.

**83%** Agreed they had the flexibility to work in a way that suited them.

**82%** Agreed that their role supported their personal growth.

## General Feedback




These results reflect a strong connection between employees, our organisational values and the difference our services make. They also demonstrate how employee engagement contributes to wider social value by supporting a motivated workforce that is committed to delivering high-quality services.

## Listening and Responding

The survey identified five areas for continued attention: **Methods of communication, reward and recognition, wellbeing support, leadership inductions and consistency of leadership.**
During 2025/26, we took action in response to this feedback:

- Completed a comprehensive review of our recognition, wellbeing and benefits offer, bringing the organisation's support into one place and identifying opportunities to make it more consistent, accessible and aligned with our values.
- Introduced employee wellbeing sessions and a monthly wellbeing bulletin, sharing practical guidance, available resources and information about internal and national wellbeing initiatives.
- Changed the format of our leadership forum and continued to embed the competency framework, supporting greater consistency in leadership practice.
- Continued to review and strengthen our communication methods, including the use of **"You Said, We Did"** updates to show employees how their feedback has informed organisational action.
- Developed proposals to improve the visibility and accessibility of recognition, wellbeing and benefits information, refresh the WOW Moments scheme and introduce a consistent approach to long-service recognition. These proposals remain subject to consideration and agreement.

These actions demonstrate our commitment to listening, learning and making visible improvements in response to employee feedback. By connecting engagement data with practical action, we aim to maintain an outstanding workplace culture in which employees feel informed, recognised and supported

# 08 BUILDING DIVERSE PARTNERSHIPS



**Partnerships remain central to how Inspire North creates social value.**

We know that the strongest outcomes are rarely achieved by one organisation alone; they are created through trusted relationships, shared purpose and practical collaboration across local systems.

During 2025/26, our partnership story was less about adding new contract partnerships and more about **strengthening the quality, clarity and consistency of the partnerships we already have**. Across 44 services, 12 were delivered in formal partnership, representing 27% of services. Of these, three existing Young People's Pathway partnerships were successfully retendered with Broadacres, YMCA Ripon and YMCA Ryedale.

**The year also reflected a changing contract landscape.** Some services and partnerships ended or changed, and the consolidation of several Leeds residential services into one contract. This means our headline partnership numbers need to be understood in context: The story is one of transition, retention and purposeful partnership, rather than simple growth.

That shift is important. In a more challenging funding and commissioning environment, **social value is protected not only by creating new partnerships, but by sustaining the right ones, being honest about constraints and making sure collaboration continues to improve outcomes for clients, tenants and communities.**

We also strengthened the way we engage partners and suppliers on social value. Our public Partner and Supplier Social Value Guide explains what social value means to Inspire North and invites organisations in our supply chain to contribute in ways that are proportionate, meaningful and aligned with our values. **Alongside this, short partner and supplier surveys support us to understand, recognise and improve the social value created through our wider relationships.**





The wider stakeholder survey added further evidence of the value of these relationships. Commissioners, referrers, delivery partners and multi-agency **professionals highlighted Inspire North's collaboration, safeguarding, trauma-informed practice, accessibility and willingness to work through complexity.**

Average attribution was around 60%, showing that **stakeholders see Inspire North as a major contributor to positive change** while recognising that social value is created through shared systems.



## Commissioner and partnership breakdown

| | | | |
|---|---|---|---|
| **44** Total Services | **0** New Partnerships | **3** Retendered Partnerships | **12 / 27%** Services Delivered in Partnership |
| **12 / 27%** Commissioned by NHS | **23 / 52%** Commissioned by Local Authority | **2%** Commissioned by MOJ | **8 / 18%** Commissioned by Other |

Looking ahead, the Peace Conference is an early example of how we are beginning to work more creatively with partners around a shared agenda. Although the conference itself sits in 2026/27 and will be reported more fully next year, the planning and ideas developed during 2025/26 show our ambition to use partnership differently: creating space for dialogue, understanding and collective action on issues that matter to communities.



Our 2025/26 partnership story is therefore one of maturity. We retained important relationships, adapted to contract change, strengthened governance and due diligence, listened more carefully topartner feedback, and created clearer tools for suppliers and delivery partners to understand and share their social value contribution. **This is how we continue to build diverse partnerships: not just by counting them, but by making them purposeful, trusted and focused on the difference we can create together.**

# 09 DELIVERING SUSTAINABLE CHANGE

In 2024, we established our first organisational carbon footprint and set our ambition to achieve Carbon Net Zero by 2045. During 2025/26, our focus has shifted from understanding our environmental impact to embedding sustainability into the way we manage our assets, support our communities and make organisational decisions.



Environmental sustainability is closely linked to social value. Creating warmer homes, reducing fuel poverty, improving energy efficiency and investing in long-term asset management all contribute to healthier communities, lower environmental impact and improved quality of life for the people we support.

## Progress in Practice

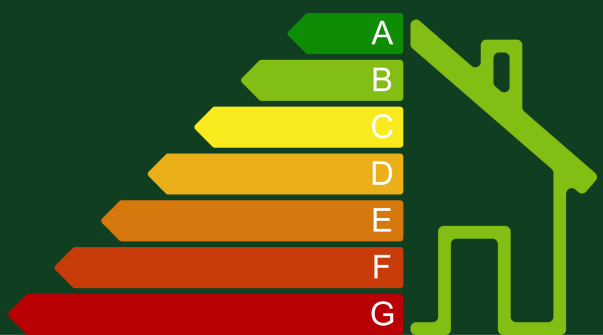
Through our Asset Management and Decarbonisation Programme, we have continued to invest in improving the environmental performance of our housing stock while ensuring homes remain safe, comfortable and affordable for tenants.

**81% of owned properties now achieve EPC C or above**

Up from 61% at the start of the programme, with no properties now below EPC D and all properties on track to achieve EPC C by 2030.

**17 tenants now benefit from renewable or more energy-efficient energy solutions**

Including solar power and innovative heating technologies designed to reduce both carbon emissions and energy costs.



# SUSTAINABILITY IN PRACTICE

Environmental improvements completed during the programme include solar panel installations, external insulation works and the introduction of innovative heating systems in a number of properties. **At Brigid House, solar panels and insulation reduced estimated carbon emissions from approximately 11 tonnes to 6.7 tonnes per year**. Solar installations have also improved the energy performance of properties at Longroyd Street and Hazel Drive.

Alongside reducing environmental impact, tenant feedback demonstrates the practical difference these improvements can make to people's daily lives.

**"Last year I couldn't get my flat warm whatever I spent. This year, I'm spending less on heating and I'm always warm."**

**"I don't have to put my heating on as my flat is always warm now."**

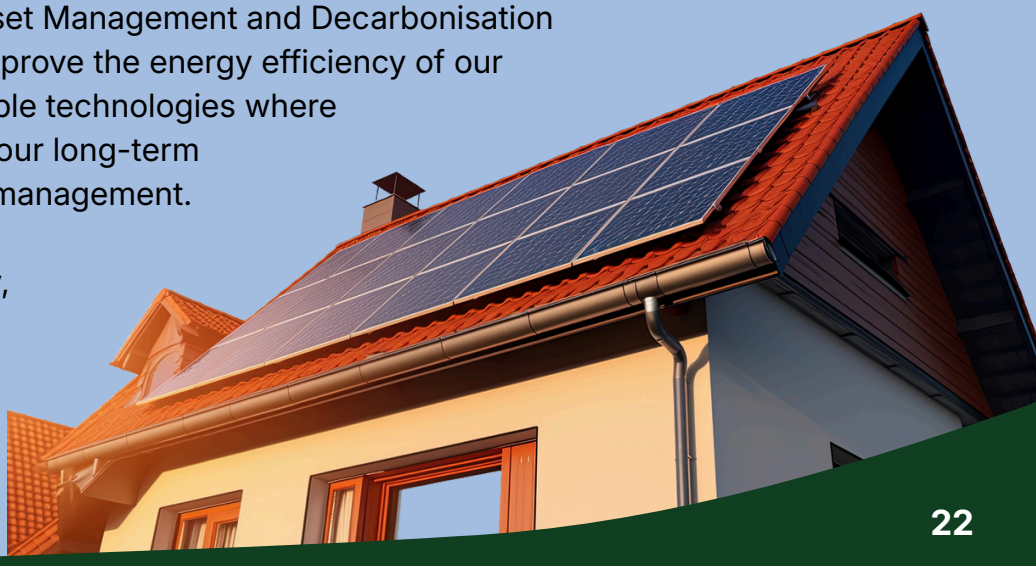
**"These new heaters are mint. It makes me feel like I have a luxurious flat."**

These comments highlight how environmental improvements can also support affordability, comfort and quality of life for tenants.

## Looking Ahead

Environmental sustainability remains an important part of our social value journey. As we continue working towards our Carbon Net Zero ambition, we will build on the progress made through our Asset Management and Decarbonisation Programme by continuing to improve the energy efficiency of our properties, investing in renewable technologies where appropriate and strengthening our long-term approach to sustainable asset management.

By taking practical action today, we are helping to create more sustainable homes, reduce environmental impact and support healthier communities for the future.







# CONTACT US

**Phone:**
0113 273 9660

**Email:**
quality@inspirenorth.co.uk

**Address:**
Inspire North, 3 Limewood Way, Leeds, LS14 1AB