RISE | Retrofit information, support & expertise

Sustainability Management with Lincolnshire Housing Partnership

Case Study

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Introduction

Lincolnshire Housing Partnership (LHP) serves more than 20,000 people in more than 12,000 homes across northern and eastern Lincolnshire. As a charitable community-based organisation, LHP embraced Social Value initiatives throughout the social housing decarbonisation fund (SHDF) Wave 2.1 project and channelled profit back into the services that benefit their customers and local neighbourhoods. The project, due to its dedicated sustainability management, has played a significant role in catalysing its progress towards energy performance certification band C, reducing carbon emissions, and decreasing the risk of fuel poverty across its neighbourhoods.

Project details

LHP together with its principal contractor E. ON were awarded £8.2m in grant funding, and circa £10.1m in co-funding, under the Government's (SHDF) Wave 2.1 scheme, to upgrade the energy efficiency of 650 homes in Immingham and Grimsby. External Wall Insulation (EWI) was the primary retrofit measure installed to 627 properties, with Air-Source Heat Pumps (ASHPs) installed to 23 properties.

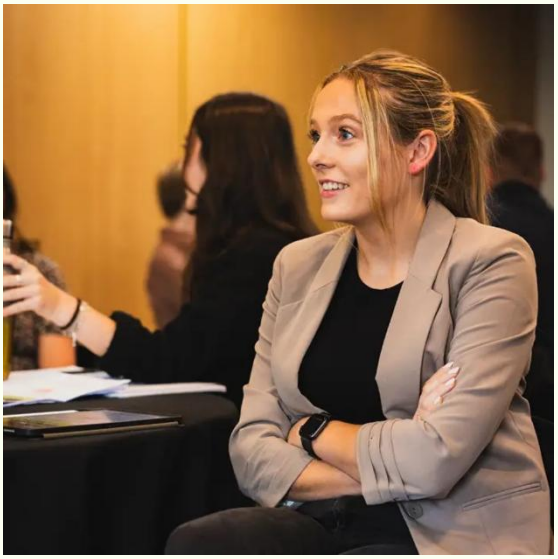


Figure 1 Libby Kerman, Sustainability Manager at LHP. Source: LHP

Libby Kerman was a Sustainability Manager at LHP during the delivery of the SHDF Wave 2.1 project in the area. Responsible at the outset of the project in drawing down the funding and handling the social value delivery and customer engagement operations. Karl Meyer, a project surveyor at LHP led the on-site delivery works, alongside the principal contractor E.ON.

Large scale retrofit and real-life benefits for residents

The benefits of a large scale retrofit project for residents is that it improves the comfort and health of residents by creating significantly warmer and more thermally efficient homes through retrofit. Improvements have had a **direct positive impact on families' day-to-day lives** including lower energy bills that help

to ease cost-of-living pressures. Residents reported genuine improvements to their overall quality of life. Being more comfortable, secure, and satisfied in their homes. The improvements delivered benefit beyond the physical building, positively affecting residents' wellbeing.

Additional benefits identified through the project included:

- Increased pride in homes and neighbourhoods.
- Stronger community spirit.
- Improved perceptions of the local area.
- Enhanced appearance of estates and communal spaces.
- Lasting social and environmental benefits alongside energy and carbon savings.

Promoting social value initiatives

LHP promotes Social Value initiatives throughout their SHDF Wave 2.1 project as a charitable community-based organisation. From the outset **social value was a main priority within the project**. Working alongside E. ON and Thrift Energy, a social value plan was developed using credits within the contract.

LHP launched anonymous surveys to residents before site delivery began to help gauge residents' feelings about the local community, and what they felt could be improved, helping to tailor the social value delivery. For example, in Immingham the residents fed back that there were not enough safe spaces for children to play. Therefore, the idea of having a playground built within the community was introduced. In partnership with Immingham Town Council to create a plan for the playground and delivered accordingly, with a plan to host an event for its opening.

Key delivery challenges and lessons learnt

Reflecting on the delivery of the programme, LHP identified several key lessons that will help shape future retrofit projects. One of the biggest challenges was delivering a **large-scale external works programme within a fixed funding timescale**. Weather conditions and the timing of project mobilisation created additional pressures, highlighting the importance of allowing sufficient lead-in time and, where possible, commencing works during more favourable seasons.

LHP also recognised the importance of having **robust asset data from the outset**. Detailed property surveys and accurate records are essential for identifying potential issues early, reducing unforeseen challenges, and supporting more effective project planning and delivery. Another key learning was the value of a strong on-site presence and dedicated customer liaison support. By embedding project teams within the community, residents had direct access to support

throughout the works, helping to build trust, improve communication, and resolve issues quickly.



Figure 2 LHP worker and resident discussing measures. Source: LHP

Future retrofit ambitions and net zero goals

Building on the success of its SHDF Wave 2 programme, LHP has secured over £5 million through the Warm Homes: Social Housing Fund (WH: SHF) Wave 3 to improve more than 600 additional homes. The funding supports LHP's ambition to achieve EPC Band C across all homes by 2030 and become Net Zero by 2050. Through Wave 2, **around 89% of LHP homes now meet EPC Band C**, with improvements delivering lasting benefits to both energy performance and building fabric.

The programme has also acted as a **catalyst for wider community investment**, prompting discussions around estate improvements such as fencing renewals and enhancements to communal areas. Positive resident feedback and growing demand for similar upgrades have **further reinforced LHP's commitment to sustainability** and the long-term value of retrofit investment.

> *"The improvements have triggered conversations about what else we can do to benefit these communities. It's the beginning of a significant change, and it has reinforced the value of sustainability and Net Zero across the business." Karl, LH.*

Summary

The SHDF Wave 2.1 project has demonstrated the significant impact that large-scale retrofit can have on both homes and communities. Through the delivery of energy efficiency improvements to 650 homes, LHP has helped residents reduce energy costs, improve comfort and wellbeing, and take an important step towards a more sustainable future.

Beyond the physical upgrades, the project has strengthened community pride, delivered meaningful social value initiatives, and supported wider regeneration ambitions. Building on this success, LHP is well positioned to continue its retrofit journey, accelerating progress towards its EPC Band C and Net Zero targets while delivering lasting benefits for residents and neighbourhoods across Lincolnshire.

Resources

Lincolnshire Housing Partnership

LHP Immingham Case Study