



Sustainability Reporting Standard

for the financial year ended March 31 2025



Contents/Summary of Criteria Themes

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About Orbit

Brief History

Orbit was established in 1967 by two people on a park bench contemplating how to tackle homelessness. The passion they felt about the inequality in the access, scale and quality of available housing was channeled into positive action, and Orbit was created.

Our purpose today is every bit as important as it was when Orbit was founded. We now manage around 47,000 affordable homes in the Midlands, East and South East of England, and build around 1,000 new affordable homes every year.

Today, over 100,000 people live in an Orbit home and our aim is to ensure the homes we provide and the places we create are good quality, affordable and safe. We are proud to be a socially driven, commercially focused organisation with a strong social purpose, reinvesting our surplus to improve the quality of our homes, services and our communities, and the provision of more much needed affordable housing.

Our ambition

Our 2030 ambition is to provide amongst the best customer experience of any housing association in the country, whilst reshaping our approach to create a more sustainable and resilient model for the future. Doing so will allow us to materially increase the positive impact we make now and in the future.

Our Purpose

We believe everyone is entitled to a good quality home that they can afford, in a place that they are proud to live. For us, this means providing good quality, affordable and safe homes and creating inclusive and sustainable neighbourhoods that prioritise the wellbeing and aspirations of residents. It also means helping our customers to sustain their tenancies and providing them with access to services and support to help them improve their opportunities and navigate the challenges that may throw them off course.

Our Vision

Socially driven and commercially minded, we strive to provide amongst the best customer experience of any housing association in the country by building and maintaining safe, quality homes that our customers love, both sustainably and at scale, supported by excellent customer service. All delivered by happy colleagues who jump out of bed each day to make a social difference.

Our Values and commitments

Our customers are at the heart of everything we do and we believe that delivering an excellent experience is key to achieving our vision. That's why we've defined our Customer Commitments, which reflect what our customers value most from our services.

Our Customer Commitments inform our Values. Developed by colleagues for colleagues, our values shape who we are, what makes us different, and reflect our inclusive culture.

We demonstrate these Values through our Colleague Commitments, the behaviours that shape what we say and do. These set the minimum expectations for all of us and are intended to encourage everyone to aim for positive actions, whatever their role.

Together, these form our Employer Promise, which showcases our pride in being a great place to work, where colleagues are empowered to make a real difference. At Orbit, we're more than just a business - we're a community of people who care.

Message from CEO/Chair/Senior Management

As a socially driven and commercially minded organisation, I am proud that Orbit continues to be recognised as a leader in sustainability across the housing sector. Our commitment to sustainability alongside delivering meaningful social value, is deeply embedded in our purpose and is a passion shared by all colleagues throughout our organisation.

Over the past year, we have made further progress on the targets set out in our Sustainability Strategy, which underpins our wider 2030 Strategy. In particular, we exceeded our customer engagement, customer support intervention and social value targets. Whilst we are proud of what we have achieved, we know there is much more to do - particularly in continuing to support our customers with the cost-of-living and through the transition to net zero.

We have remained firmly focused on making a positive difference to our customers and doing what we can to help customers to maximise their potential and maintain their tenancies and wellbeing. We deliver social value by providing decent, safe and affordable homes to around 100,000 customers who would otherwise be at risk of living in lower quality private rented accommodation, but we don't stop there. We work to generate further social value through our frontline services and supply chain and are proud to have delivered a further £26.3 million in social value in 2024/25, all of which makes a demonstrable difference to thousands of our customers.

Our environmental sustainability programme, Orbit Earth, continues to guide our work in taking climate action to become net zero carbon, enhancing outdoor spaces to improve biodiversity and natural resources, and adopting sustainable consumption practices. These aims are not only about protecting the planet, but creating better, healthier, and more resilient communities for today and tomorrow.

We've already made significant progress in these areas. We have continued to invest in the energy efficiency of our homes, with nearly 88% now EPC band C or above, and continued to play our part in tackling the UK's housing crisis, by delivering 781 new affordable homes. Key energy initiatives this year, such as securing Heat Network Efficiency Scheme funding and installing LED lighting, are helping us to decarbonise, improve energy efficiency, and reduce emissions in our own operations.

Although we saw a 5% increase in our scope 1 and 2 carbon footprint, primarily due to cold weather increasing gas consumption in our heat networks, our operational carbon footprint has reduced by 36% compared to our 2018/19 baseline, and we remain committed to becoming carbon neutral in our operations (Scope 1 and 2) by 2030. We are following a science-based approach to reduce greenhouse gas emissions by 50% within the decade.

Aiding nature's recovery has also been a focus. Through our commitment to the 30by30 biodiversity target, we've created vibrant green spaces across our estates, planting thousands of native species, creating wildflower meadows, and installing Nature Arks that support biodiversity and resident wellbeing. Campaigns like 'No Mow May' have helped us rethink how we manage outdoor spaces to support pollinators and wildlife while enhancing the environment for our communities.

We also understand that sustainability must extend beyond carbon and nature. This year, we've taken important steps toward reducing waste and progressing our ambition to create a circular economy. Our Zero Waste Approach, launching in early 2025/26, will set out clear actions to improve how we manage materials and resources across our operations from construction to everyday services. None of this is possible without the passion and engagement of our people. From mandatory e-learning and sector-first training on environmental sustainability, to peer recognition and bespoke workshops, we are

continuing to equip our colleagues with the tools and knowledge they need to lead change from within. We have also continued to embed our Equity, Diversity and Inclusion framework, within which we support our colleagues to be themselves so that they in turn can ensure our customers feel valued and supported.

However, we cannot do all of this alone. We must continue to seek guidance and support from the Government in tackling climate change, decarbonising the grid and addressing the housing crisis. As climate change continues to impact lives around the world, the urgency of this work cannot be underestimated. At Orbit, we are committed to playing our part reducing our environmental impact, enhancing the places our customers call home, and building a sustainable, greener future for all.

Thank you to our customers, colleagues, and partners for your continued commitment and support on this journey.

Summary of Sustainability/ESG Approach

We recognise that sustainability is not a finite topic, which is why in September 2023 we published our updated [Sustainability Strategy](#) in recognition of the cost of living crisis, the impact of climate change on customers and recent world events.

We worked with customers, colleagues, and other stakeholders to listen to the issues that matter most to them, and then assessed our material impact against those issues, along with our ability to affect change. This shaped clear objectives and targets for each of the Strategy's four pillars: Our Customers, Quality Homes and Places, Our Planet, and Our People, with objectives ranging from delivering social value and positive customer interventions, to achieving net zero carbon, and delivery of 30by30 and Biodiversity Net Gain requirements.

This Strategy enables us to build on the earlier steps of our sustainability journey, from being an early adopter of the Sustainability Reporting Standard (SRS), to the annual publication of our Sustainability Report, launching our Sustainable Finance Framework.

Structure of the Report

This report has been prepared according to the specific themes outlined in the latest version (v2.0 published in Autumn of 2023) of the Sustainability Reporting Standard for Social Housing by Sustainability for Housing (SfH). The standard comprises 46 criteria across 12 themes distributed among the sustainability pillars E, S, and G. Enhanced Reporting Options are available for select criteria, and in such instances, we also diligently endeavour to address them where pertinent to the

company. An index of criteria reported under each theme is provided at the end of this document, along with corresponding UN Sustainable Development Goals (SDGs).

Environmental

Theme 1 - Climate Change

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

To provide insight into the overall energy efficiency of our current stock, we are disclosing the distribution of our Energy Performance Certificate (EPC) rating across our existing portfolio.

EPC Rating (Existing Homes)	Number	Percentage	Increase/decrease in existing EPC for previous year
A	195	0.58%	+0.08%
B	8336	24.62%	1.2%
C	21162	62.5%	1%
D	3801	11.23%	-2.2%
E or worse	364	1.07%	-0.09%
Not yet assessed	0	0.0%	
Total	33,858	100.00	

C1. Enhanced Reporting Option(s):

Average SAP rating of existing homes (those completed before the last financial year) is **74.68** an increase of **0.3%** on the previous year.

C2. Distribution of EPC rating of new homes (those completed in the last financial year)

To ensure that our future stock of housing is more energy efficient than our older units , we are disclosing the distribution of our EPC rating for newly constructed homes in our portfolio.

EPC Rating (NEW Homes)	Number	Percentage	Increase/decrease in new EPC for previous year
A	200	22.22%	+16.72%
B	617	68.56%	-18.54%
C	80	8.89%	+1.49%
D	3*	0.33%	+0.33%
E or worse	0	0%	0%
Not yet assessed	0	0%	0%
Total	900	100%	100.00%

*Our EPC D properties in this list are conversions from commercial to domestic rather than new builds

C2. Enhanced Reporting Option(s):

Average SAP rating of new homes (those completed in the last financial year) is **86.8** an increase of **2.2%** on the previous year.

C3. Does the housing provider have a Net Zero target and strategy?

Orbit has published its Net Zero Carbon targets within our '[Orbit to Zero](#)' roadmap. These are to become carbon neutral in our own operations by 2030 (Scope 1 + 2) and to become Net Zero Carbon in our operations, homes and supply chain before 2050 (Scopes 1,2 and 3). Orbit established its baseline greenhouse gas emissions with the support of the Carbon Trust for the financial year 2018-19. This identified the greenhouse gas (GHG) emissions from our offices, construction sites, fleet and communal spaces (Scopes 1 and 2), and our customer housing and supply chain (Scope 3). We have reduced our carbon footprint scope 1 and 2 by 36.4% since this baseline.

C3. Enhanced Reporting Option(s):

Is the housing provider's net zero commitment in line with the Science Based Target (SBT) initiative?

Yes, we have updated the terminology in our net zero carbon roadmap to refer to carbon neutrality by 2030 for scope 1 & 2 emissions and net zero carbon for all scope 1, 2 and 3 emissions by 2050. This will follow an ambitious 1.5°C aligned science-based target, reducing our GHG emissions by 50% compared to 2018 by 2030, and then at least 90% by 2050. We will offset scope 1 and 2 from 2030 primarily to learn from the experience and as an additional means of investment into our own green spaces. Offsetting prior to 2050 will never be more than 2-3% of total emissions.

Does the housing provider have a costed transition plan?

Yes, a costed transition plan exists with specific focus on the decarbonisation of our homes. This is reviewed regularly to reflect changes in the costs of goods and labour, the degree of Government support, technological advancements and the likely impacts of climate change which remain difficult to predict.

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

We continue to invest in the energy efficiency of our homes and have committed that 100% of our existing homes will be EPC band C or above by 2030. We have made further progress towards this target with over 87% of our homes now rated EPC C or above.

The Wave 2.1 project targeted energy efficiency improvements to 212 EPC D and below properties. A strong track record of delivery resulted in the award of an additional £580k of funding from the consortia lead, West Midlands Combined Authority and enabled the delivery of improvements to a further 135 properties under the project. As of the end of March, 203 of the 347 properties have been completed and the project is on target to complete within the project deadline of September 2025.

We were also pleased to secure approximately £5m of grant funding as part of the Warm Homes: Social Housing Fund Wave 3. Via this programme we will be partnering with the Department for Energy and Net Zero (DESNZ), Midlands Net Zero Hub and the London Borough of Camden (London Council) to improve the energy efficiency of around 600 homes across the Midlands and Bexley regions respectively. We will also be match-funding the programme with an additional £5m investment.

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

Measures installed include but are not limited to solar panels, air source heat pumps and windows, all of which help to ensure our homes are warm, safe and affordable for our customers whilst reducing the operational carbon of the buildings. In addition, Orbit are also installing decentralised mechanical extract ventilation to the properties, helping to maintain internal air quality in our homes for our customers. These activities contribute to Orbit's net zero carbon roadmap, in particular our target to become net zero carbon in our homes and supply chain before 2050.

C4. Enhanced Reporting Option(s):

203 homes have been retrofitted in the last financial year.

Currently we are unable to provide the number of homes that have been retrofitted in the last financial year as a percentage of the total homes the housing providers is aiming to retrofit as we cannot accurately provide due to reasons such as, acquisitions, disposals, properties which even with works wouldn't achieve 'EPC C'.

C5. GHG Emissions

Streamlined Energy & Carbon Report (SECR) is a replacement for the Carbon Reduction Commitment (CRC) Energy Efficiency Scheme which sets out requirements for disclosing greenhouse gas emissions. The information below is also disclosed in our SECR Report.

Description of Scope 1, 2, and 3 emissions

Orbit calculates its greenhouse gas emissions using the Greenhouse Gas Protocol. The majority of Scope 1, 2 and 3 emissions are calculated using the UK Government's emissions factors. The two main deviations from this are the emissions from our customers' use of energy in their homes and the purchase of goods and services. The former is calculated using predicted energy consumption data from SAP2022 held on Parity software and then multiplied by the same emissions factors set out above. The supply chain emissions are calculated using spend data multiplied by sector-based emissions factors derived from a Environmentally Extended Input-Output (EEIO) model with the consultancy support of Savills.

Scope	FY2024 (kgCO ₂ e)	Change in emissions from previous year	FY2023 (kgCO ₂ e)
Scope 1 & 2 GHG emissions	4,636,738	+241,738	4,395,000
Scope 3 GHG emissions	143,466,000	0	143,466,000
Total GHG emissions	148,102,738	+241,738	147,861,000
Intensity per property	3408.23	-28.03	3428.26

C5. Enhanced Reporting Option(s):

Does the housing provider qualify for SECR reporting?

Orbit have recently provided SECR reporting, the SECR Intensity ratio for Total emissions (Scope1-3) is 0.57 tCO₂e per plot an increase in 0.07 tCO₂e on 2023-2024. Orbit Homes energy use in 2024-2025 was 3,138,056kWh, a 1.1% increase on energy use in 2023-2024. Orbit Homes has chosen to normalise this data using the total number of direct-build plots completed to allow comparison. The number of direct-build plots completed this year was 494. This means that the energy consumption per

plot was 6,352kWh. In terms of carbon emissions, Orbit Homes has produced 283tCO₂e, or 0.57 tCO₂e per completed plot. There has been a small increase in the emissions from business travel, this is largely due to the increased spread of our geographic region in the East requiring further travel for Construction Teams and our Midlands colleagues covering South based sites which require frequent visits. As sites have completed, our direct build site managers have been responsible for visiting S106 Sites therefore are required to travel to multiple sites with a large geographic spread. There has also been an increase in emissions in our natural gas use across Orbit Homes; this is due to an increase in stock plots at one site in the East Region that have gas boilers. We hope to see gas emissions reduce in the coming years as we transition away from natural gas heating to zero carbon equivalents such as air source heat pumps from 2025, in compliance with the Future Homes Standard.

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?

Overheating:

- We are reducing the risk of overheating by using the results from our ambitious decarbonisation project to feed into our standards and specifications for future retrofit projects.

Flood risk:

- Our portfolio is not deemed a high flood risk. However, we are reviewing flood risk as it evolves from solely being an issue driven by main water courses, to one that can also be caused by surface water run-off. Our insurers annually carry out flood risk mapping of our existing portfolio to assess overall risk profile and any changes with time, and we have proactive clearance and management regimes for drainage systems across our built environment to further reduce flood risk. Our new developments are also assessed for flood risk at the planning and design stages. Consideration is given to the existing flood risk of a proposed site and the impacts the development would have on the water catchment, particularly downstream.

In the past year, we have purchased updated flood risk modelling for our geographies, incorporating likely changes resulting from climate change. We have also subscribed to a flood notification service and trained frontline colleagues on the maintenance of drainage assets.

We incorporate Sustainable Urban Drainage Systems (SUDS) to reduce run-off wherever possible. Other common measures taken might include minimisation of permeable pavement, gullies and ponds, and inclusion of other greenspaces.

How is the housing provider mitigating these risks?

In 24-25 we reported on climate risks to our Audit and Risk Assurance Committee. They have requested annual updates and commissioned a climate risk modelling project with a third party consultancy.

Theme 2: Ecology

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

Orbit has a Biodiversity Approach that incorporates both enhancing green spaces and promoting biodiversity on new build developments through Biodiversity Net Gain and enhancing green spaces on existing estates. Orbit is targeting 30% of its communal green spaces will enable nature's recovery by 2030. Orbit is also committed to delivering on Homes for Nature measures across direct new build developments from September 2024. As part of the 2030 strategy, Orbit is committed to making a positive difference to its customers and society and improving our green spaces to maintain good, safe and affordable properties that our customers love. As part of this strategy, in Spring 2025, we planted 1280 native hedge whips on two of our estates in Stratford-Upon-Avon with support from our Grounds Maintenance Contractors and Local Councilors. We have also provided benches, bulbs and wildflowers on a smaller estate where our engaged residents have wanted to embrace nature in their communal green spaces. All our biodiversity projects have contributed to ensuring 18.6% of our outdoor green spaces currently meet the supporting nature's recovery criteria, and more importantly, provide valuable insights into how we need to share our approach to more sustainable estates management moving forward.

C7. Enhanced Reporting Option(s):

Biodiversity Net Gain (BNG) of new homes completed in the last financial year is
10.47%

What is the housing provider's Biodiversity Net Gain target for new and existing homes? Does this exceed minimum requirements?

Any site sites submitted to planning from January 2024 will adhere to a minimum of 10% BNG. Existing developments are being amended to adhere to our 30by30 strategy but are not subject to BNG. New

developments that already have planning permission and have already begun are being designed with nature in mind considering native tree and hedge species, wildflower meadows and designing SUDs for wildlife. Orbit Homes is also a signatory to the Future Homes Hub's 'homes for nature' commitment to install a swift nest brick per property and hedgehog corridors on each development.

C8. Does the housing provider have a strategy to identify, manage and reduce pollutants that could cause material harm?

Yes - Our Environmental Management System has been certified to ISO14001:2015 by the British Standards Institute and aims to reduce negative environmental impacts including those associated with pollution. The EMS requires all construction sites, offices and independent living schemes to have tailored Aspects and Impacts registers to detail required chemicals on site including all fuel sources and mitigations and pollution response measures required. We have reduced the volume of chemicals and hazardous materials on site and in use across the business by using environmentally friendly cleaning products, restricting the use of pesticides for grounds maintenance and specifying water based paints for our repairs and decorators.

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?

No - Whilst we currently do not have a strategy in place to increase the use of responsibly sourced materials in our building works, we recognize that having such a strategy is also an important mechanism to ensure our commitment to minimise the impact that our activities have on the planet. Within our construction business material specification includes sustainability considerations such as, responsible sourcing, circular economy, material reuse and embodied carbon, and we consider the life-time costs of materials, with high quality, long-lasting materials favoured to ensure quality and longevity. Our Zero Waste Approach sets out our plans to continue delivering against our goals for the future and one initiative is to work with our supply chain across Orbit including both new build, estates and repairs to deliver waste reductions and engage with our suppliers to gain their support to help us achieve our targets.

C10. Does the housing provider have a strategy for waste management incorporating building materials?

Yes, the Environmental Management System has a Waste Management Procedure that covers all aspects of Orbit's operations and requirements for legal waste compliance. Orbit has also published a Zero Waste Approach that assesses the priorities to achieve waste targets for the upcoming year. Orbit have set waste targets for three business areas and an overall group diversion from landfill or incineration rate target that are measured quarterly. One initiative that Orbit will be working towards is improving data quality and detail for construction waste through the appointment of a new Waste Broker. This will help us to analyse key waste streams for reduction and enable us to make comparisons between traditional build developments and timber frame developments. To date, we have reduced our construction waste by 16.4% against a target of 15% reduction by 2030. Other initiatives set out in the Zero Waste Approach include developing engagement and awareness with both our customers and colleagues to enable us to achieve our 5% reduction in office waste by 2030 and to deliver improvements in the frequency of fly-tipping events on our estates and the cost this has on our customers, both financially and measuring satisfaction with communal green spaces and grounds maintenance services.

C10. Enhanced Reporting Option(s):

The % of materials that are recycled and/or diverted from landfill is **99.80%** and increase of **27.71%** on the previous year.

C11. Does the housing provider have a strategy for water management?

No - Whilst there are currently no specific targets relating to water use, Orbit does have a robust Water Management Procedure which focuses on the legal compliance surrounding abstraction, discharge and pollution criteria to protect our natural water resources. Our biodiversity approach that focuses on enhancing our green spaces for nature will also have a positive impact on water drainage and reduced flood risk on our estates and our new build developments are incorporating sustainable drainage systems (SuDS) to reduce the pressure on our drainage and sewer system and reduce flood risk across our estates. Our new build property specification requires measures to reduce water such as flow restrictors and water butts and water usage is monitored during the construction phase. Over the coming years, our environmental programme, Orbit Earth will expand it's efforts in measuring, monitoring and reducing water use across the business.

Theme 4: Affordability and Security

C12. For properties that are subject to the rent regulation regime, report against one or more Affordability Metric:

To help provide housing to households who cannot afford to rent or buy in the open market, provision of affordable housing is a core purpose of regulated housing providers. We measure our rental affordability in the context of the Local Housing Allowance and the Private Rented Sector Median as displayed below.

1) Rent compared to median private rental sector (PRS)

The Private Rental Sector monthly rents dataset has been discontinued by the Office of National Statistics, last edition available December 23

2) Rent compared to the relevant Local Housing Allowance (LHA)

Unit size (no. of bedrooms)	Weekly LHA (£)	ORBIT's Ave. Weekly Rent (£)	Orbit rent as a % of LHA	% Increase/decrease from previous year
1	162.83	121.94	75	-5.8
2	199.74	147.92	74	-3.8
3	239.34	168.19	70	-3.2
4 and above	318.05	194.19	61	-1.6
All Categories	919.96	632.24	69	-2.8

The enhanced reporting option for this SRS criteria is to report against **both** affordability metrics.

C13. Share, and number, of existing homes

To better understand the scale and composition of tenure type in housing, a breakdown is provided to demonstrate the extent to which we provide accommodation. During the financial year 24/25 we invested £144 million in our existing homes an increase of £24.6m on 23/24.

Units (existing homes)	Number	Percentage	Increase/decrease from previous year	
General Needs (social rent)	23,823	55.99%	-127	-0.53%
Intermediate Rent	217	0.51%	-2	-0.92%
Affordable Rent	6,499	15.28%	197	3.03%
Supported Housing	551	1.3%	-32	-5.81%
Housing for older people	2,899	6.82%	0	0.00%
Low-cost home ownership	5,677	13.34%	88	1.55%
Care homes	14	0.03%	0	0.00%
Private Rented Sector	195	0.47%	1	0.51%
Other Category	2,680	6.31%	37	1.38%
Total Homes Managed / Owned	42,555	100%	162	0.38%

C14. Share, and number, of new homes (owned and/or managed) that were completed in the last financial year, allocated to:

Orbit's growth plans include targeting the number of affordable homes we build to 2030, this has formed one of our commitments in our Sustainability Strategy. During the financial year 24/25 we invested £144 million in new homes a decrease of £88 million on 23/24. The new homes completed during the financial year 24-25 are detailed in the table below

Units (NEW homes)	Number	Percentage	Increase/decrease from previous year	
General Needs (social rent)	230	25.58%	88	38.26%
Intermediate Rent	0	0.00%	0	0
Affordable Rent	156	17.35%	-69	-44.23%
Supported Housing	0	0.00%	0	0
Housing for older people	0	0.00%	0	0
Low-cost home ownership	391	43.49%	134	34.27%
Care homes	0	0.00%	0	0
Private Rented Sector	0	0.00%	0	0
Other Category	122	13.57%	10	8.20%
Total Homes Managed / Owned	899	25.58%	163	18.13%

C14. Enhanced Reporting Option(s):

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

Accommodation Type	Tenure Type	Number of Assets sold	Total
Affordable Rent	(Social) Affordable Aspire to Buy	2	28
	(Social) Affordable Rent	26	
Low Cost Home Ownership	(Owner) Shared Ownership	97	97
Sub Market	(Social) Intermediate Rent	1	1
General Needs	(Social) General Needs	271	273
	(Social) General Needs - CAT 1	2	
Supported Housing	(Social) Supported Designated	10	10

Total disposals 409 a reduction of 1524 disposals from the previous year.

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

Accommodation Type	Tenure Type	Number of Assets Acquired	Total
(Social) General Needs	General Needs	4	4
(Non-Social) Market Rent	Market Rent	1	1

Total Acquisitions 5 an increase of 4 from the previous year

C15. How is the housing provider trying to reduce the effect of high energy costs on its residents?

To reduce the impact of fuel poverty, we provide a number of customer support initiatives including our grants provision, which is delivered in partnership with Family Fund Business Services to support customers who are facing financial hardship. As part of this, 580 energy grants with a value of £24,992 were issued to customers most in need.

Our Energy Advice Service, delivered in partnership with Citizen Advice Mid Mercia, has also supported customers to save an estimated £41,000 through bill reduction and behavioural advice, and support applying for the Warm Home Discount.

In addition to the above, delivered our 'Winter Wellbeing campaign for the third year running offering extra support to customers during the cold winter months. In partnership with cooperative social enterprise, Ethstat Ethical, we have also made available 1,000 support packs containing items such as blankets, hooded jumpers, and lanterns.

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

Our customers are at the heart of everything we do. It's for them that we build and maintain our homes and communities, provide services to help them manage their tenancies, and access to support to help them improve their opportunities and navigate the challenges that may throw them off course. Whilst no two customers are the same, the one thing that ties them all together is their desire for a warm, safe and affordable place to call home.

In view of the above, our Tenancy Sustainment team have, in 204/25, delivered 2,879 coaching sessions and supported 216 customers into work with 76% of them sustaining employment at 13 weeks and 67% sustaining employment at 26 weeks. Furthermore 100% of customers Housed with Support sustained their tenancies for 18 months.

Theme 5: Building Safety and Quality

C17. Describe the condition of the housing provider's portfolio, with reference to:

100% of homes for which all required gas safety checks have been carried out.

100% of homes for which all required fire risk assessments have been carried out.

97.43% of homes for which all required electrical safety checks have been carried out.

C17. Enhanced Reporting Option(s):

100% of homes for which all required asbestos management surveys or re-inspections have been carried out

100% of homes for which all required legionella risk assessments have been carried out.

100% of communal homes for which all required communal passenger lift safety checks have been carried out.

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

The Decent Homes Standard is a government agreed technical definition on the statutory minimum requirement for a home to be classed as 'decent'. This is a standard national criterion that provides insight into the condition of a housing providers stock.

As of 31st March 2024 99.68% of our managed homes met the Decent Homes Standard (DHS), which is an increase of 0.16% of homes on the previous year, totalling 164 properties not meeting the standard.

To be a decent home, a dwelling should be free of Category 1 hazards, and the existence of such hazards should be a trigger for remedial action unless practical steps cannot be taken without disproportionate expense or disruption.

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

Orbit have already put in place actions to address these properties as part of their planned works over the next year. We continue to survey our properties ensuring our customers have quality properties to thrive in.

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

Orbit has a DMC taskforce, set up in December 2022 to identify and deal with any cases of damp, mould and condensation (DMC). A severity rating from 1 – 5 is allocated to each DMC case with 1 indicating high severity and 5 indicating low severity.

Orbit have put in place positive controls to ensure DMS is managed appropriately, including:

- Policies and procedures are in place regarding that are compliant with all statutory requirements and have been assessed against guidance published by the Housing Ombudsman and the Department for Levelling Up, Housing and Communities.
- All risks in relation to DMC have been appropriately identified. A suitable risk owner is in place for each risk, and where required, mitigations are in place that are updated and monitored.
- Employed nine internal Surveyors

-
- Relevant staff have received appropriate training to help identify DMC cases and there is sufficient knowledge within the DMC team to mitigate any potential single point of failure.
 - There is a reporting and recording process which details all properties where a DMC concern has been raised. DMC Case Processing within the Housing Management System (ActiveH) is utilised by the DMC Co-ordinators for recording, actioning and monitoring DMC cases.
 - Data is available to identify both vulnerable tenants and problematic properties, to ensure the service provided is appropriate. On completion of works, each case is moved into aftercare for 3 months to check whether DMC issues return. Contact with the customer is made at the beginning and at the end of the aftercare period to monitor customer satisfaction with the process.
 - There is a detailed plan in place to transition the DMC work into Business as Usual (BAU) processes, and job descriptions include clear roles and responsibilities for all BAU colleagues.
 - Tenants are made aware of Orbit's DMC processes and provided with information regarding the actions to take if they have a DMC concern.
 - Key Orbit Staff are aware of any changes to legislation and / or regulation and ensure that all required actions which result from these are performed.
 - Performance and progress reports relating to DMC are produced and shared with all relevant stakeholders, additionally a live reporting tool (PowerBI) is available which provides information relating to each case. Any issues identified are followed through to completion.
 - Appropriate KPIs have been developed, are reported on and they are checked for accuracy prior to publication.
 - Regular reports are provided to Senior Management including relevant SMT, ET, Committee / Board, regarding DMC.

Orbit are preparing for the introduction of Awaab's law in October 2025. Awaab's Law focuses on the obligations of social landlords to ensure rental properties are free from damp and mould and also many other hazardous conditions. It effectively inserts into social housing tenancy agreements an additional term that will require landlords to comply with these new requirements. Our current DMC taskforce will be implementing this to ensure we comply with the investigation and repair timescales, communication to customer standards and administration requirements within this law.

C19. Enhanced Reporting Option(s):

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

3535 Damp Mould and Condensation cases were opened in the year, with a reduction of 4767 cases on the previous year.

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

10.27% of total homes managed or owned reported cases of damp and mould in the financial year a reduction of 9.33% on the previous year.

Theme 6: Resident Voice

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

From April 2023, the Regulator of Social Housing introduced new performance measures for all housing associations called Tenant Satisfaction Measures (also known as 'TSMs'). These measures help us to understand how well we're doing when it comes to providing good quality homes and services.

There are 22 measures in total and you can find out more about these on the Government's website. The information for twelve of these measures is collected by asking a cross-section of customers for their feedback over the phone, conducted throughout the year. Survey results are sent to the Regulator of Social Housing along with information relating to the other ten measures at the end of June each year.

These are the result of survey feedback from over 2,800 of our rented and shared owner customers as well as our internal performance KPIs. They provide an important check on how well we're doing when it comes to providing good quality homes and services. At the end of 2024/25, 66% of rented customers were satisfied and 53% of shared owners were satisfied. Compared to our results at the end of 2023/24, 65% of rented customers were satisfied across the TSMs and 49% of shared owners were satisfied.

How has the housing provider acted on these results?

Orbit is absolutely committed to addressing these opportunities to improve our quality homes and services. We have already put in motion some fantastic work, including customer journey mapping. Phase 1 focused on our current customer journey by exploring who our customers are, the experience they currently receive and looking into the data and documents we hold to define and monitor our services project. Phase 2 designs our new customer journey. This phase focuses on the areas of improvement we discovered in Phase 1 and designs what the future customer journey looks like alongside our brand-new Customer Value Proposition, which launched in April 2024. Repairs transformation focusses on ensuring our repairs are right first time ensuring our customers have a first class service.

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

Over the past year, we've continued to deliver engagement opportunities to suit our customers' diverse needs and lifestyles by offering a varied engagement programme. We have delivered 135 engagement activities, including polls, surveys, bitesize sessions, focus groups, and scrutiny sessions, resulting in 67 service improvements based on customer feedback.

Our Customer Engagement Strategic Committee continues to play an important role in championing the customer voice across the organisation. This year, committee members have regularly reviewed our Tenant Satisfaction Measures (TSMs) and self-assessments against the Consumer Standards, participated in recruitment interviews and assessments, and attended leadership away days and board meetings.

To ensure inclusive representation, we've regularly coordinated our customer engagement diversity groups, including LGBTQ+ and disability customer groups. These groups have helped shaped services, especially regarding reasonable adjustments, by participating in the development and creation of the Reasonable Adjustments and Additional Assistance policy and procedure.

Customers have contributed to key policy reviews, including our CCTV Policy, Anti-Social Behaviour and Hate Incident Policy, and Equality, Diversity and Inclusion Policy. They've also helped improve our complaints process by simplifying procedures and making our online form easier to use. As part of the "Spotlight on Estate Services" customer project, customers collaborated with us to review performance and complaints data, identify key issues, and develop improvements.

C22. In the last 12 months, in how many complaints has the national Ombudsman determined that maladministration took place?

We have received 75 maladministration complaints over the past 12 months an increase of 16 on the previous year.

How have these complaints (or others) resulted in change of practice within the housing provider?

We launched the next phase of our Repairs Transformation Project. We listened to customers, colleagues, and contractors to build a clearer, more joined-up service. As a result, we've:

- Introduced better systems to track repairs and keep customers updated
- Made sure contractors have the right information first time, reducing the need for repeat visits
- Put specialists in place to support more complex cases
- Transferred disrepair cases to a dedicated team for clearer accountability
- Improved how we manage appointments, so customers know what to expect
- Strengthened collaboration between teams, making it easier to get things sorted without delays

In response to concerns raised about safety, poor repair standards, and the general condition of communal spaces, we've taken steps to deliver more sustainable and customer-centred improvements. These include:

- Replacing damaged or insecure communal doors to improve building safety
- Planning retrofit works such as new heating systems, improved insulation, and LED lighting to reduce energy use and lower bills
- Improving bin storage, recycling facilities, and landscaping to enhance the environment around our homes
- Designing safer, more accessible outdoor spaces based on local feedback
- Engaging customers early in the process to shape improvement plans that reflect their priorities

We've introduced:

- extra checks to make sure everything is accurate before a tenancy goes live.

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- This includes a new review process, quality control steps, and better ways of checking information across systems.
 - We're also working on making mutual exchange paperwork simpler and clearer

In addition, we've started introducing an Aftercare Team to follow up on complaint outcomes and ensure agreed actions are completed.

Theme 7: Resident Support

C23. What are the key support services that the housing provider offers to its residents?

Making a positive difference to our customers and supporting them to maximise their income and maintain their wellbeing sits at the core of our social purpose. Over the 2024/25 financial year, we invested £2.9m into our Better Days provision enabling us to support 6,367 customers. Moreover, we delivered £4.4m cash back to our customers to tackle affordability through our grants, welfare benefits, debt, and energy advice provision. In addition to customers supported with cost of living, 1,041 customers were also supported by our Better Days mental wellbeing service.

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.

Our Thriving Communities and Tenancy Sustainment teams have been brought together to create one cohesive Community Investment team to better leverage our resources, teams and assets. This combined team will form part of our new neighbourhood and community approach, enhancing our delivery with localised services that better respond to individual community needs.

In 2024/25, our regional place team engaged with and provided support to 3,442 customers across 1,065 face to face activities including drop-in sessions and estate visits. Our regional place team also invested £32,482 on estate improvements and built a fantastic network of local partnerships including statutory authorities, housing associations, voluntary and not profit organisations.

Furthermore, we opened three additional community hubs where customers can access free support on a range of issues such as managing finances, health and wellbeing, employability and skills. The hubs also provide spaces for community run events and for other local providers to offer support services. Based within our Community Hubs, our new team of Community Connectors work closely with regional teams to understand local needs, engage with customers and connect them to relevant support services. Also, as part of tackling financial hardship and promoting wellbeing, our Community Hubs offer customers access to free period products. All the products provided are sustainable and our partner, Hey Girls, donates 100% of its profit to funding the fight to eradicate period poverty and increasing education around period health. As well as free period products, we introduced new personal care packs for customers who can't afford essential toiletries such as a toothbrush, toothpaste, shower gel and shampoo. These packs are sourced via Ethstat Ethical, a Community Investment Company who use their profits to provide food for rough sleepers, help vulnerable people back into employment, and support families affected by dementia.

Provide examples or case studies of where the housing provider has been engaged in placemaking or placeshaping activities.

Creating A Positive Future for Young People

Our Community Safety & Anti-Fraud (CSAF) team and Impact Coach contacted the Regional Place Area Lead due to concerns about high levels of persistent antisocial behaviour (ASB) on an estate in Nuneaton.

The Regional Place Area Lead organised a meeting with key stakeholders including Nuneaton and Bedworth Borough Council, the Police and Probation Services. An engagement event was also held on the estate to consult the local community and get their views.

Customers fed back that there was nothing for young people to do locally and they wanted to see some positive outlets and support for them. There had also been a breakdown in trust with Orbit and the estate was seen as a problem locally with a perception of being the cause of crime.

With this in mind, the Regional Place Area Lead commissioned Guiding Young Minds (GYM), a Rugby based organisation specialising in mentoring young people to deliver a project to help young people develop a positive mindset in a safe space.

The first session was delivered by GYM from their mobile hub on the estate to build trust with Orbit customers and engage parents to provide Better Days support.

Since then, the project has been a huge success with young people from the wider area attending and breaking down barriers between Orbit customers and the wider community. GYM also informed us that many of the young people attending were coming to the sessions hungry and we provided a donation to buy food for the sessions and ensure the young people were able to have a proper meal.

The project delivered £67,682 in social value in the first nine months and has enabled young people to develop more positive outlooks and improve their life chances.

C24. Enhanced Reporting Option(s):

Social Value calculations (including monetisation) of placemaking activities [£]

We generated social value of £26.3 million. We calculate this using industry recognised social value tools such as the Social Value Bank (HACT) and our resulting social value is independently assessed by HACT.

Key outcomes which supported the delivery of £26.3million in social value include

- Enabled 245 customers to attend social and hobby groups within our Independent Living schemes
- Provided 1767 people with jobs or training
- Supported 829 people with debt or budgeting support, which has had a positive impact on their financial situation.
- 473 customers have reported improved health following our support including mental health services, delivering £5.1million on social value.
- 1302 customers have reported Orbit had a positive impact on their neighbourhood following our support in reducing anti-social behaviour, crime or vandalism.

Social Value outcomes



Health	£7,372,580
Financial Inclusion	£7,310,828
Employment	£5,629,078
Homelessness	£213,580
Local Environment, Maintenance of local area and Community Investment	£5,226,985
Environment	£35,500
Youth, Social Groups and physical activities	£567,307

We have continued to work in partnership with HACT to ensure we demonstrate best practice in social value. As part of this, we invited HACT to undertake a review of our approach to data collection and social value calculations, following which we were delighted to be certified by HACT For the 24/25 financial year. We have expanded our social value capture across the business and with HACT's support, are making better use of the United Kingdom Social Value Bank (UKSVB) and new built environment measures to further inform our business decisions. This ensures we invest where it will have the greatest impact for our customers and deliver the greatest social return on our investments. We will be using this to set a future 2030 commitment for social value.

Governance

Theme 9: Structure and Governance

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

We are registered with the Regulator of Social Housing

C26. What is the housing provider's most recent regulatory grading/status?

The following information provides our Governance and Financial Viability assessment, which signifies our capacity to meet governance requirements in our capacity to effectively mitigate financial exposures.

G1 V2

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

We have adopted the National Housing Federation Code of Governance 2020.

C28. Is the housing provider a Not-For-Profit?

Orbit is a not-for-profit housing provider

C29. Explain how the housing provider’s board manages ESG risks. Are ESG risks incorporated into the housing provider’s risk register?

Our governance structure and arrangements make it clear that the responsibility for risk management and the Risk Management Strategy lies with the Group Board.

There are systems in place to ensure the Board and the Executive team can analyse, understand, manage and mitigate key strategic and ESG critical risks.

Our overall approach to risk management is based on good practice and our internal control environment to manage risk is continually reviewed and monitored by the Audit and Risk Assurance Committee on behalf of the Board. All subsidiaries are required to implement our risk management framework and provide reports to their respective boards.

Our framework includes an analysis of the operating environment, an assessment of risks supported by early warning indicators (EWI), which are monitored by senior management and the board alongside our key performance targets.

C29. Enhanced Reporting Option(s):

Is the housing provider required to report against TCFD?

Orbit is not required to report against the TCFD

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?

Orbit has not been subject to any adverse regulatory findings in the last 12 months that resulted in enforcement or other equivalent action (e.g. data protection breaches, bribery, money laundering, HSE breaches or notices).

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?

On an annual basis, customer insight information is shared with the board as are results of colleague surveys to understand how both sets of key stakeholders think and feel to inform board and executive decisions. In addition, our colleague ambassadors play a key role in the understanding of the 'temperature' and key issues affecting our colleagues on the ground. These then make their way into the governance process and escalated as appropriate.

We are a regulated sector and so a range of key regulator stakeholder group such as the Regulator of Social Housing (RSH) and Social Housing Ombudsman, again play an important role into our governance and indeed the RSH give a 'governance grading, G1 to G4' depending on their view of the strength/effectiveness of your governance. We are currently at the top rating of G1. This is based on typically a triennial inspection by the RSH.

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

We are currently actively recruiting for two Customer Non-Executive Director (NED) roles. Our target population for these roles includes our customers, ensuring that those who experience our services first hand can contribute to the decision-making process. As part of our commitment to inclusion, these roles are open to all Orbit customers, regardless of their customer tenure, such as renters or shared owners. Support and training will be provided to successful candidates to ensure they are fully equipped to contribute meaningfully to governance.

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

Our commitment to EDI is intrinsic to our value proposition for both our colleagues and customers.

We have in place a clear EDI policy, an associated framework and a clear delivery plan We have robust policies that fully integrate Equality, Diversity, and Inclusion (EDI) into the recruitment process for board members and senior management. These policies ensure that our recruitment and selection practices

are inclusive, fair, and accessible to candidates from all backgrounds, and they align with our corporate values of fostering diversity within all levels of our organisation.

In addition to our company wide EDI policy, we also have in place a clear EDI framework that guides our delivery, and it focused on five key areas:

- Creating safe spaces and a sense of inclusion belonging, where people feel safe and able to speak up, sharing their experiences to build a better place to work and our customers to do business with.
- Inclusive leadership with a commitment from our leaders, including board members, to create conditions for excellence through role modelling inclusive behaviours and creating a nurturing and collaborative environment for colleagues to perform to their best.
- Learner mindset where we learn from each other and are brave to accept when things don't go well and learn from them.
- Opportunities to succeed no matter your background – we want to attract and retain the very best people to work for Orbit no matter their background and celebrate and embrace our differences.
- We are here for our customers – everything we do has our customers interest at heart.

We prioritise merit-based selection, ensuring that all candidates are evaluated based on their skills, experiences, and attributes relevant to the roles highlighted in our customer NED recruitment process, we actively seek to create opportunities for a diverse range of individuals to contribute to our governance. This includes providing not only reasonable adjustments, but full support throughout the recruitment process and during the tenure of our board members. We believe that by embedding EDI into our recruitment strategy, we can ensure that our leadership reflects the diversity of our communities.

Demographics of the board		Increase/decrease from previous year
What % of the board are women?	37.5	-4.2%
What % of the board are BAME?	33	+25%
What % of the board have a disability?	0*	0%

Average age of the board	55	-5yrs
Average tenure of the board	2.4yrs	-1.1yrs

*, the board has executed their right to not disclose this information

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? We've had a turnover of the board and turnover of the executive management team in the past year.

		Increase/decrease from previous year
Board members that have turned over in the last two years	55%	+54.2%
Senior Management team that have turned over in the last two years	28.24%	-5.06%

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

Our Audit Committee has six members. Four of the Audit Committee members have recent and relevant financial experience.

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

Non-executive directors play an important role in an organisation in bringing an impartial view to governance and management decisions.

88% of the board members are non-executive directors.

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

A succession plan is in place and regularly updated by the Group Company Secretary. This is also used to identify skills and experience gaps which in turn informs recruitment, which is overseen by the Governance and Remuneration Committee.

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

KPMG has been our external audit partner responsible for auditing our accounts for nine years and was reappointed in 2024.

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

An independent review of the Board and Board governance arrangements was undertaken last April 2024. As recommended by The UK Corporate Governance Code best practice, the Board undertakes externally-facilitated board-effectiveness reviews every three years.

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

It is vital for us to have an appropriate way of handling conflicts of interest when they arise. Board members are asked to declare any relevant interests on appointment and any new declarations of interest are captured (either at board meetings or separately notified) and their schedule updated by the Governance team. Where there is an item on the agenda that a Board member has a personal interest, they must declare this at the start of the meeting and take no part in the discussion or decision. In certain circumstances, the board member concerned may be asked by the Board to leave the room or call while the matter is discussed.

Theme 11: Staff Wellbeing

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

We ensure that all our employees are paid the Real Living Wage on a voluntary basis

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

	Median Pay Gap	Previous years Pay gap
Gender	19.2%	17.2%
Ethnicity*	5.1%	8.5%

*As part of our drive towards equality, we would also like to include in this report our Ethnicity Pay Gap. These figures are representative of 87% of our workforce, with 13% of colleagues undeclared.

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

		Previous year	Increase/decrease from previous year
CEO: Median Worker Pay Ratio	10.02 : 1	9.86 : 1	+0.16:1

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

EDI forms part of our everyday conversations we believe that by creating an inclusive and diverse place of work we can create a great environment and experience for colleagues and in turn our customers

We have worked to embed our Diversity and Inclusion framework highlights including:

- Embedding colleague-led diversity networks establishing ways of working for the Neurodiversity, LGBTQ+ groups, The Women's networking group have led an event for International Women's Day and are being supported to establish how they can develop, increase engagement and focus on what they want to achieve in the next 12 months. We have launched a Race and Ethnicity networking group following on from listening sessions. Although in its infancy membership is increasing regularly.
- Delivered Neurodiversity training for managers 2-part session one to share knowledge and one active learning session with peers where case studies are shared and discussed.
- Continue to deliver the accredited recruiter training programme, which aims to enhance the skills of our hiring managers, improve the candidate experience, and, ultimately, build effective teams. The course covers key aspects of the recruitment process, including removing unconscious biases,

recruiting within the law, and honing great interview skills. Part one and part 2 are now being trained out across the business.

- Creating an inclusive engagement calendar based on feedback from across the organisation and networking groups. Hosting webinars to share information on religion, diversity, disability and mental health alongside awareness campaigns where colleagues and customers can share their lived experiences. We have promoted International Women's day, International Men's Day, Black history month, cultural diversity day, autism awareness month and PRIDE to name a few.

With our 3 year delivery plan coming to close we are working on a delivery plan for the next 5 years. We have engaged with an external audit of our EDI work to understand where we may have gaps and to enhance the work we are doing moving forward

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

We know that colleagues need to be supported in their physical and mental wellbeing to thrive, we are continually working to develop what we can offer to support colleagues so that they can support themselves. We have created and shared a wellbeing framework that lets colleagues know all the ways in they can be supported in one place.

- 43 trained Mental Health First Aiders (MHFA) which are on hand to lend a listening ear and help. Their interactions could range from having an initial conversation through to supporting and signposting colleagues to get appropriate help
- Colleague benefits including the opportunity for funded individual private medical insurance for all colleagues, discounted gym membership, healthcare cash plan, Dental plan, car maintenance programme alongside retailer discounts.
- Access to a digital GP app
- Inclusive access to wellbeing apps - for both mental and physical activities to improve overall wellbeing
- Resources on internal platforms including podcasts, webinars, blogs to support mental and physical health.

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- Regular mental health webinars run by external professionals to raise awareness of looking after your mental wellbeing
 - Employee assistance programme (EAP) providing up to 12 sessions of therapy to support mental wellbeing. This can be done through self- or manager-referral
 - Access to Maximus, a 9-month support programme run by access to work that gives coaching to colleagues to support them to stay in work through their mental health struggles the service can be accessed or signposted to through.
 - Dedicated communications highlighting and reiterating services colleagues can access
 - Mental health first aider drop in sessions for colleagues
 - Brew and Butty' events across Orbit homes encouraging our construction colleagues to talk
 - Mental Health support added to our PMI offer
 - Early referral to occupational health for colleagues who are absent through mental health challenges

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

Orbit prioritises the professional development of its colleagues through a multifaceted approach, ensuring that colleagues have access to learning and growth opportunities. Firstly, we offer a suite of accessible learning options via our Learning platform; MyLearning, tailored to address both industry-specific knowledge and broader skill sets such as leadership, communication, and customer service. These are available to all colleagues to access at a time that works for them.

We also help colleagues obtain professional certifications, pursue formal accreditations, and complete apprenticeship qualifications. Financial support and study leave are available to make these opportunities more attainable. Apprenticeship programs offer structured, hands-on training that blends practical work experience with academic learning, giving staff a comprehensive development path. This commitment to formal education helps employees gain advanced qualifications, enhancing their expertise and career prospects.

Leaders also play an important role in developing their team members, which is Orbit offers specialised leadership training programs aimed at equipping potential and current leaders with the necessary skills

to manage and inspire their teams. These programs cover essential areas such as coaching, communication skills, team building, strategic thinking, and emotional intelligence.

C44. Enhanced Reporting Option(s):

What % of employees have received qualifications that are relevant for their professional development, within the last year?

35% of colleagues have completed professional development and/or qualifications that are relevant to their professional development, an increase of 13.6% on the previous year.

This is broken down by the following demographics

Gender – 52% F / 47% M / 1% Non-Binary

Age –

25 - 34	20.5%	55 - 64	14.5%
35 - 44	30.0%	Over 65	2.5%
45 - 54	31.1%	Under 25	1.4%

Ethnicity -

Any other Asian	0.68%	Black Caribbean	0.68%
Any other Black	0.23%	Indian	2.73%
Any other ethnic group	0.45%	Pakistani	0.68%
Any other Mixed	0.45%	White	6.14%
Any other White	2.05%	White & Asian	1.14%
Arab	0.23%	White & Black C	1.59%
Asian British	0.91%	White British	69.09%
Bangladeshi	0.45%	White Irish	0.91%

Black African	2.05%	For DM Purposes Only	7.27%
Black British	0.68%	Not stated	1.59%

Theme 12: Supply Chain Management

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?

We are committed to delivering social value and driving social change through our procurement policies and processes. Over the past year we have developed a suite of materials which form part of our processes, our supplier social value framework aligns with the Procurement Act 23, public procurement notice 002 and the new social value model. This supports us to focus our supplier social value on the key themes: Tackling economic inequality, Fighting climate change, Equal opportunity and Wellbeing.

C45. Enhanced Reporting Option(s):

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

All tenders have a social value weighting of 10% this is split between environment and social value. The split is not necessarily equal which allows us to put a heavier focus on environmental or social depending on the contract and where we believe we need a higher degree of focus from our potential contractor.

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

In the past year we delivered £376,754 of social value across our contracts, a reduction in social value of £243,246 on the previous year. To ensure this increase in the next year we are recruiting a Sustainability coordinator where supplier social value will be part of their responsibilities.

C46. How is sustainability considered when procuring goods and services?

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

Over the past year we have developed materials which form part of our processes, our Sustainable Supplier Charter which outlines our commitments to sustainability as well as the expectation of our suppliers, covering EDI, Environmental and Social expectations. This document forms part of all Invitation to Tenders. We are starting to set targets for our top suppliers for Carbon and waste, and this is scored in our tendering process. As part of our procurement activity, we request a copy of any potential suppliers' environmental policy and review this as part of our process to ensure our supply base have considered their impact on the environment. Over the next year we will be developing environmental standards which will form part of our Sustainable Supplier Charter to ensure consistency of our approach and understand the positive impact our suppliers are having on the environment. Our Procurement team continues to play a part in the Orbit Earth Steering Group and Carbon Forum to help develop a plan of continuous sustainability improvement and to reduce our impact on our environment.

C46. Enhanced Reporting Option(s):

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?

Orbit monitors supply chain risks through a comprehensive contract management framework that includes regular audits, supplier assessments, and the implementation of financial tracking systems. These measures ensure transparency and accountability at every stage of the supply chain. Additionally, we are working with key stakeholders to implement proactive contract management throughout the life of contracts. These efforts, combined with requiring suppliers to meet specific environmental standards, support our sustainability effort through social value and other initiatives, contribute to a more resilient and responsible supply chain that minimises disruptions and fosters a focus on environmental well-being.

SRS/UN SDG Index

ESG Area	Theme Number	Theme Name	SDG Goal	
Environmental	T1	Climate Change	13	Climate Action
	T2	Ecology	15	Life on Land
	T3	Resource Management	12	Responsible Consumption and Production
Social	T4	Affordability and Security	11	Sustainable Cities and Communities
			10	Reduce Inequality
	T5	Building Safety and Quality	11	Sustainable Cities and Communities
	T6	Resident Voice	11	Sustainable Cities and Communities
	T7	Resident Support		
	T8	Placemaking		
	Governance	T9	Structure and Governance	16
T10		Board and Trustees		
T11		Staff Wellbeing	8	Decent Work and Economic Growth
T12		Supply Chain Management	12	Responsible Consumption and Production

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