



Sustainability Report

For the year ended 31 March 2026

orbit.org.uk

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Key highlights



£100m
social value
target met



1,002
new affordable
homes



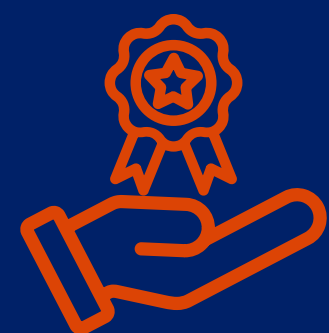
89.5%
Properties EPC C
or above



10,034
customer support
interventions via
Better Days



£5.6m
in cost-of-living
support for customers



Winners of **Best
Retrofit Innovation
or Project award** at
the 2025 Housing
Innovation Awards



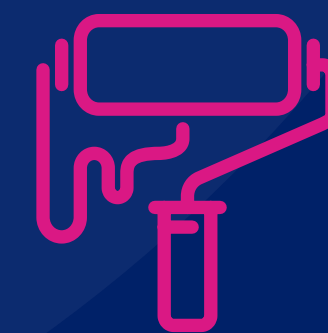
42%
reduction in carbon
footprint against
2018/19 baseline



19.5%
of outdoor
spaces supporting
nature's recovery



73%
colleague
engagement score



632
volunteering
hours

Introduction from Chief Executive

As a socially driven organisation, sustainability and social value are central to our purpose, shaping how we operate and the impact we deliver for customers and communities. I'm proud that this commitment is shared by all of my colleagues at Orbit and continues to position us as a recognised leader in sustainability within the housing sector.

Over the past year, we've made strong progress in delivering our Sustainability Strategy, which underpins our 2030 Strategy and ensures sustainability is integral to all our activities.

We remain whole-heartedly focused on providing safe, affordable and energy efficient homes while supporting customers through ongoing cost of living pressures.

Through the continued delivery of Everyday Excellence - our transformation programme which will deliver our ambition to provide amongst the best customer experience of any housing association - we're improving how we work, strengthening our services and embedding a culture of continuous improvement.

We've increased our local presence through a new neighbourhood model and invested in better technology and services to understand and support our customers more effectively, especially during cost-of-living challenges. Alongside this, we have enhanced customer support, helping customers reduce costs, improve wellbeing and sustain their tenancies.

Crucially, customer insight and feedback continue to shape our approach, ensuring we focus on what matters most to the people who live in our homes.

Our customers are telling us that the changes we're making are having a positive impact. We've seen strong improvements in several Tenant Satisfaction Measures (TSMs) for renters, including overall satisfaction, communication and fairness. While this progress is encouraging, we know we need to remain focussed, particularly around complaints handling and shared owner experience.



Delivering social value remains integral to our work and goes beyond providing decent, safe and affordable homes to 100,000 customers. I'm proud that we exceeded our £100 million social value target ahead of schedule, demonstrating the positive impact we're making through our homes, services and partnerships. We're determined to build on this, so we've set a new and more ambitious target of £550 million by 2030 to further increase our contribution to the communities we serve.

We've increased our new build and regeneration target of affordable homes by 20% to further support in tackling the UK's housing crisis and provide more people with a safe place to call home.

We've also made significant progress in improving the energy efficiency of our existing homes, with 89.5% now achieving EPC Band C or above. Alongside this, smarter energy management across our operations has reduced consumption, lowered customer costs and cut carbon emissions. Since our baseline year, we've continued to reduce our operational carbon footprint and remain firmly committed to becoming carbon neutral in our operations by 2030.

Enhancing the environment for our customers is equally important. Through our 30by30 programme, we're creating greener, healthier neighbourhoods, with 19.5% of our land now managed to support biodiversity and nature recovery. While we remain some way from achieving our 21.9% target, we're confident that our approach is the right one - focused on prioritisation, ensuring customer support, and delivering incremental improvements at scale. This is not the easiest path, but it is the right one for our customers and to strengthen connections with nature across our communities.

Our people play a vital role in delivering this progress. We've continued to invest in colleague development, sustainability skills and our approach to Inclusion and Belonging, ensuring we build a diverse, engaged and capable workforce that reflects the communities we serve.

Strong governance underpins everything we do. By embedding sustainability into decision making and strengthening our frameworks and partnerships, we are ensuring we deliver long term environmental, social and economic value.

While we're proud of the progress we have made, we know there is more to do. We remain committed to supporting our customers through the transition to net zero, enhancing the places they call home and delivering meaningful, lasting impact.

We must continue to work in partnership with Government, seeking clear direction and sustained support to address the critical challenges of climate change, grid decarbonisation and the housing crisis. As the impacts of climate change are felt more acutely across the globe, the urgency of this agenda has never been greater.

At Orbit, we remain firmly committed to playing our part — reducing our environmental footprint, enhancing the communities our customers call home, and helping to build a more sustainable, greener future for all.

Phil Andrew



Our 2030 Strategy

In April 2024, we launched our 2030 Strategy, setting out a clear roadmap for how we'll strengthen our strategic direction, sharpen delivery and continue to play an active role in tackling the UK's housing crisis.

Our strategy outlines how we will continue to provide safe, sustainable and affordable homes that customers are proud to live in whilst providing amongst the best customer experience of any housing association in the country. This will be achieved through the sustainable delivery and regeneration of new homes, sustained investment in the safety, quality and energy efficiency of our existing homes, and a strong focus on what matters most to our customers.

Sustainability is a central pillar of our 2030 Strategy and underpins our long-term approach to managing our environmental impact, improving the performance of our homes and contributing to a more sustainable future for customers and communities. In particular, we're committed to:

- becoming carbon neutral in our operations by 2030
- achieving net zero carbon across our operations, homes and supply chain before 2050
- attaining an Energy Performance Certificate (EPC) rating of C or above in all existing homes
- securing an 'A' Environmental Impact Rating for all direct build homes from April 2026
- building and regenerating 7,000 homes by 2030.

 [Click here to read our 2030 Strategy document](#)



Our Strategy overview

In 2025/26, we updated our Strategy to reflect our continued commitment to playing our part in tackling the UK's housing crisis with an increased build and regeneration commitment, our new approach to Inclusion and Belonging and a new social value target of delivering £550million in social value by 2030.



Our Sustainability Strategy

Sustainability underpins the delivery of our 2030 Strategy, and our Sustainability Strategy aims to embed social and environmental responsibility across everything we do. It sets out how we'll maximise our positive impact – from achieving net zero carbon emissions and delivering our ambitious 30by30 biodiversity commitment, to improving energy affordability and providing energy-efficient homes that are fit for the future.

The strategy reflects our commitment to building a sustainable and inclusive tomorrow, while recognising that the sustainability landscape continues to evolve. It places customers firmly at its heart, and has been shaped by feedback from customers, with our priorities reflecting their needs. For example, our 30by30 initiative works to enhance communal and green spaces, which are areas customers have consistently highlighted as being important to their wellbeing and quality of life.

We're working closely with customers at every stage, whether retrofitting existing homes, designing energy-efficient new developments, or helping customers stay warm and well during the cost-of-living crisis. Central to our approach is the belief that sustainability must deliver social value as well as environmental benefit, with customer comfort, health and wellbeing always coming first.

We also recognise that achieving our sustainability ambitions depends on skilled, supported and engaged colleagues. By investing in the support and development of our colleagues, we aim to strengthen delivery, enhance services for customers and maximise our positive impact on the environment.



 [Click here to view our Sustainability Strategy](#)



Our Strategy comprises four themes, each of which sets out our key objectives and is underpinned by a conscious approach to our supply chain:



Our Customers

- Work with customers to shape our services and involve them in the decisions that affect their homes and communities
- Support customers to maintain their tenancy and fulfil their potential
- Invest into our communities to deliver social value



Quality Homes and Places

- Provide high-quality, affordable homes
- Invest in the decarbonisation of our homes
- Provide safe, healthy places to live
- Create sustainable living environments



Orbit Earth

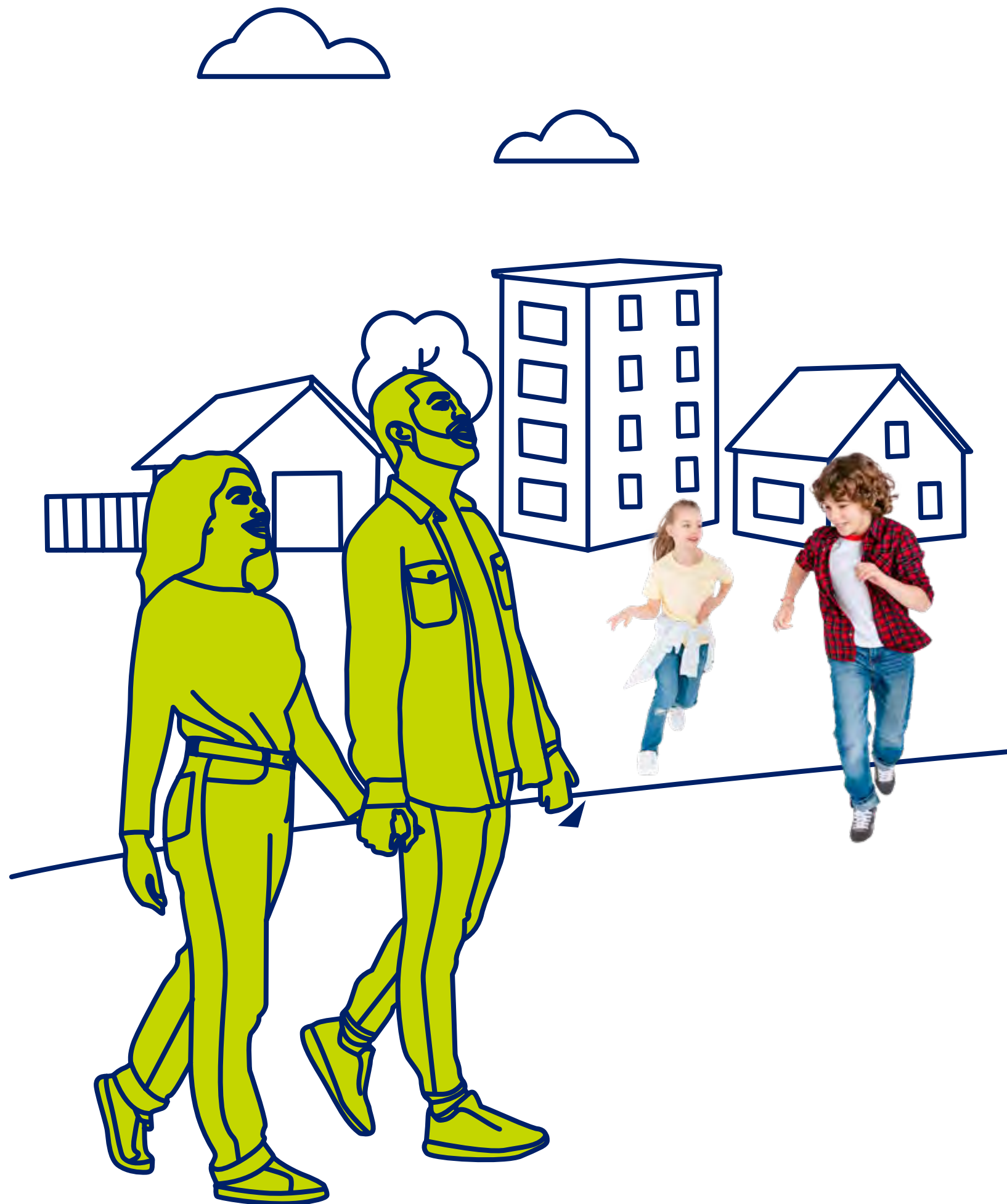
- Environmental stewardship to drive positive change
- Climate action to become net zero carbon
- Enhancement of outdoor spaces to promote biodiversity
- Sustainable consumption to achieve a Zero Waste, circular model



Our People

- Create inspiring leaders and maximise our colleagues' career satisfaction
- Provide high-quality, safe working environments
- Create a diverse and inclusive workplace
- Skill and capability development with the customer in mind

Our targets



Our Customers

- To be in the top 10% in the sector for the following Tenant Satisfaction Measures (TSMs) by 2030:
- Overall customer satisfaction
- Satisfaction that the landlord keeps tenants informed about things that matter to them
- Agreement that the landlord treats tenants fairly and with respect
- £550 million in social value by March 2030



Quality Homes and Places

- Building 6,272 new affordable homes by 2030
- 100% of our properties to be EPC C or above by 2030
- Become net zero carbon in our homes before 2050
- Maintain an upper quartile Net Promoter Score for new build customers (all tenures)
- Tenant Satisfaction Measure 'customers feel safe in their homes' in top 10% for the sector by 2030



Orbit Earth

- To become carbon neutral in operations (scope 1 and 2) by 2030 and Net Zero Carbon across all scopes 1-3 before 2050
- To become net zero carbon in our housing and supply chain (scope 3) before 2050
- For 30% of our outdoor spaces to be enabling nature's recovery by 2030
- To reduce avoidable waste generated by 15% per direct build plot by 2030
- To send zero non-hazardous waste to landfill or incineration by 2030



Our People

- To reduce our gender pay gap by 15% against a 2021-22 baseline by 2030
- Maintain a competitive advantage by maintaining or increasing the current levels of engagement of our colleagues compared to benchmark (at benchmark 0%)
- Maintain a competitive advantage by maintaining or increasing the current levels of colleagues' connection with purpose compared to benchmark (difference to benchmark +2%)
- By 2030 all of our colleagues have access to an individual development plan designed to raise their capability and ultimately their overall contribution to our purpose

2025/26 performance tracking

 Our Customers		
Target	2025-26	2026-27 target
Overall customer satisfaction	70.5% Target: 73.2%	74%
Satisfaction that the landlord keeps tenants informed about things that matter to them	76.3% Target: 72.8%	80.8%
Agreement that the landlord treats tenants fairly and with respect	81.3% Target: 79%	83.6%
Deliver £100 million in social value for our customers and communities by 2025	£110.5m Target: £100m	£127.7m

 Quality Homes and Places		
Target	2025-26	2026-27 target
Building 6,272 new affordable homes by 2030	1,768 Target: 1,652	+967 Total new affordable homes: 2,735
100% of our properties to be EPC C or above by 2030	89.51% Target: 89.51%	92%
100% of direct build new homes EPC B or above	100% Target: 100%	100%
Maintain an upper quartile Net Promoter Score for new build customers (all tenures)	83% Target: 75% or above	75% or above
Agreement that customers feel safe in their homes	81.4% Target: 79.8%	81.7%

2025/26 performance tracking

 Orbit Earth		
Target	2025-26	2026-27 target
To become carbon neutral in operations (scope 1 and 2) by 2030 and net zero carbon across all scopes 1-3 before 2050	41.9% Target: 45%	46.1%
For 30% of our outdoor spaces to be enabling nature’s recovery by 2030	19.5% Target: 21.9%	23.6%
Reduce avoidable waste generated by 15% per direct build plot by 2030	18.8% Target: 5.6%	7.5%
Send zero non-hazardous waste to landfill or incineration by 2030	38.3% Target: 95.6%	96.5%

 Our People		
Target	2025-26	2026-27 target
Reduce our gender pay gap by 15% against a 2021-22 baseline by 2030	16.3% Target: 19.2% (a lower score is positive)	Maintain 16.3% median score
Maintain a competitive advantage by maintaining or increasing the current levels of engagement of our colleagues compared to benchmark (at benchmark 0%)	73% Target: 73%	At or above benchmark 73%
Maintain a competitive advantage by maintaining or increasing the current levels of colleagues’ connection with purpose compared to benchmark (difference to benchmark +2%)	72% Target: 78%	At or above benchmark 75%
Customer-facing colleagues in Everyday Excellence will have an active, personalised development plan that they own and use to guide their growth	53% Target: 50%	100%

2025/26 Summary

In 2025/26, we made strong progress delivering our 2030 Strategy, with sustainability embedded across our operations, homes and services. Our focus remains on providing safe, affordable and energy-efficient homes while supporting the wellbeing of our customers and communities.

We supported customers through ongoing cost-of-living challenges by expanding targeted services, improving energy efficiency and reducing household costs. **89.5%** of homes now achieve EPC Band C or above, while energy initiatives helped to lower consumption, bills and carbon emissions.

We continue to advance towards net zero, reducing our operational carbon footprint through efficiency measures and smarter energy management. Our 30by30 programme is enhancing biodiversity, with **19.5%** of land now managed to support nature and greener communities.

Delivering social value remains central to our purpose. We exceeded our £100m target ahead of schedule and have set a new goal of **£550m** by 2030, strengthening our impact through partnerships and community investment.

We've increased our new build and regeneration target of affordable homes to further support in tackling the UK's housing crisis and provide more people with a safe place to call home.

We're also investing in our people, embedding inclusion and sustainability skills to ensure a capable, engaged workforce. Strong governance, supported by new tools and frameworks, ensures sustainability is fully integrated into decision-making.

Together, these actions position us to deliver lasting environmental, social and economic value for customers and communities.



Everyday Excellence

In 2025/26, we continued to implement Everyday Excellence, our transformational delivery programme that turns the principles of what we want to achieve in our 2030 Strategy into actions.

Everyday Excellence is reshaping how we work by putting in place the right structures, culture and capabilities, supported by improved systems, processes and technology, to embed an ethos of operational excellence and continuous improvement, focused on high-quality delivery of excellent customer experience.

Together, these enhancements will enable us to deliver a consistently high-quality customer experience and strengthen our performance as a leading social landlord.



Welcome to the neighbourhood

We’ve created seven Neighbourhoods and Communities areas, each with smaller patches, which have named Neighbourhood Managers who are the go-to local contact for customers.

By putting decision making, expert advice and funding directly into local hands, we’ve strengthened our ability to deliver tailored support where it matters most.

Neighbourhood Managers now handle all customer queries, oversee tenancies and make sure everyone can easily access any extra help they need.

Neighbourhood Managers are backed by specialist teams providing tenancy sustainment, community support and safeguarding advice. Together, this approach delivers a more local, coordinated service, making it easier for customers to access the help they need and improving outcomes across our communities.



Neighbourhood approach in action

When Mark*, a customer in his late thirties, became unwell and suffered a bereavement, his situation quickly worsened after his phone was stolen — leaving him unable to access his Universal Credit and without income. Rent arrears began to build as he struggled to cope.

During a routine visit, his Neighbourhood Manager recognised the complexity of his situation and acted immediately. Working alongside specialist colleagues, she arranged emergency food support, secured a replacement phone and helped restore his benefits. She also supported him to escalate his case when delays continued, ultimately securing urgent financial support and preventing legal action.

Outcome: Mark now has regular income, direct rent payments in place and ongoing support from a named contact who understands his circumstances — helping him rebuild stability and maintain his tenancy.

*name changed

Tenant Satisfaction Measures (TSMs)

Our Tenant Satisfaction Measures provide valuable insight into how customers experience our services and where we need to improve.

This year, **2,886** customers took part, with results showing strong progress across key areas for renters, including overall satisfaction, communication, fairness and repairs performance. There were also improvements in perceptions of home maintenance and safety.

While these results reflect positive steps forward, we recognise there is more to do — particularly in complaint handling and shared owner satisfaction — and remain focused on continuing to improve the customer experience.

Rented Customers

- Overall satisfaction: **70.5%**
- Home is safe: **81.4%**
- Home is well maintained: **74.5%**
- Orbit treats me fairly and with respect: **81.3%**
- Satisfied with complaint handling: **35.6%**
- Overall repairs satisfaction: **71%**
- Repairs Satisfaction with time taken: **69.2%**

Shared Owners

- Overall satisfaction: **54.7%**
- Home is safe: **79.2%**
- Orbit treats me fairly and with respect: **68.3%**
- Satisfied with complaint handling: **22.4%**

Understanding and supporting customers

Through a wide range of engagement channels and the introduction of our new customer segmentation model, we're gaining richer insight into the diverse needs of our communities, enabling more responsive, targeted and effective service delivery.



Our Customer Commitments

Our Customer Commitments define what our customers value most from us and what we must deliver in return. Developed in partnership with customers, our Customer Commitments form the foundation of the customer-centric culture we are building and over the past year we've focused on embedding them across our organisation to guide our actions, decisions and communications.

You feel safe and secure
We provide you with a home you're proud to live in



You feel understood and supported
We listen and act



You feel informed and trust us to do the right thing
We are honest, transparent and easy to deal with



You feel valued and are treated with respect
We put things right when they go wrong



Customer Engagement and Voice of the Customer

Strong customer engagement delivers better outcomes for customers and underpins our social and governance commitments. Our Voice of the Customer programme ensures customers actively influence decisions that affect their homes, neighbourhoods and wellbeing. Insight from engagement activities, satisfaction surveys and sentiment analysis directly informs service improvements in priority areas such as repairs, building safety and complaints handling, leading to services that are more responsive, transparent and accountable.

Customer feedback is embedded into day-to-day operational decision making, investment planning and resource allocation through local engagement activity and neighbourhood dashboards. This approach strengthens governance, improves value for money and supports continuous improvement. Our customer diversity groups, including LGBTQ+, Disability and Future Voices, ensure under represented perspectives are heard, helping us design inclusive services and reduce inequality. By listening to customers and acting on insight, we deliver safer homes, fairer services and stronger trust—supporting positive social outcomes and effective governance.



Key initiatives our Engaged Customers have been involved in include:



- Procurement of our new Repairs contracts



- Complaints improvements, including reviewing our online forms, letters, and satisfaction survey to make the process easier and more accessible



- Shaping the design and delivery of reasonable adjustments, influencing the development and rollout of policy, action plans and feedback processes



- Reviewing our anti-social behaviour policy.

Understanding our customers

We undertook our first Annual Customer Voice Survey, providing a comprehensive insight into customers’ evolving needs at a time of rising cost-of-living pressures and growing digital and wellbeing challenges. The survey enables us to better understand what customers value most, demonstrating our commitment to listening, learning and responding to their lived experiences.

The research revealed that many customers expect us to play an active role in addressing climate change and we share this responsibility. More than **80%** of customers say it is fairly or very important that we make decisions based on protecting the environment, reinforcing the importance of embedding sustainability within our strategic and operational decisions.

Nine in ten customers (90%) believe it is fairly or very important to have easy access to green spaces, a figure that has remained steady since 2021, when **92%** expressed the same view. This sentiment is shared across tenures, with both tenants and homeowners recognising the value of green spaces for health, wellbeing and community connection.

Customer segmentation

We’ve launched a new customer segmentation model, developed in partnership with CACI, to support more insight-led, targeted and effective services. The model provides a richer understanding of customer needs, behaviours and circumstances, enabling us to design services and communications that better reflect the diverse communities we serve.

While every customer is unique, segmentation helps us group customers with shared characteristics, allowing for more relevant, inclusive and responsive service delivery. This evidence based approach strengthens our ability to plan services, allocate resources effectively and improve overall customer experience.



Other key insights include:



Pride and wellbeing:

Over 70% of customers say they are proud of their homes, yet 42% report experiencing loneliness and 17% have low life satisfaction



Cost-of-living pressures:

Nearly half (49%) worry about meeting everyday costs. 38% have reduced heating to save money, and food bank usage has risen by 150%, with one in four customers relying on food banks



Digital inclusion:

Although 87% have internet access, 26% lack confidence online — particularly older residents — highlighting the need for continued digital support.

These insights continue to shape our approach ensuring that our actions reflect what matters most to the people who live in our homes.

Supporting customers day-to-day

As cost-of-living pressures continue to affect many households, we've focused on reducing communal heating costs and helping customers keep their homes warm in a more affordable and sustainable way.

Our Sustainability, Heating and Later Living teams worked collaboratively to improve the performance of our communal heat networks, ensuring energy is used efficiently, fairly and in line with customer needs.

During the summer months, we reviewed operating settings across our communal heating systems and identified buildings where temperatures were higher than required during warmer periods. Through targeted interventions — including adjusting temperature set points and switching systems off where heating was not needed — we reduced unnecessary energy consumption while maintaining comfort and wellbeing for residents.

These changes delivered substantial social and environmental benefits. Gas consumption across our communal heat networks fell by more than **20%**, generating estimated combined customer savings of nearly **£110,000** and avoiding approximately **398** tonnes of CO₂ emissions.

The efficiencies achieved should contribute to lower communal heating charges in the 2026/27 financial year, demonstrating how thoughtful, data-led energy management can support affordability, reduce carbon impact and improve outcomes for customers.

In addition, we successfully secured gas at a lower cost for the 2026/27 financial year—an impressive achievement given current global energy market conditions. This has been achieved by aggregating demand across all sites to benefit from economies of scale, alongside forward purchasing ahead of winter.

The agreed rate represents a reduction of over 19% compared with the previous contract and compares favourably to the current domestic price cap. Based on historical gas consumption, this is estimated to deliver savings of over **£320,000** for our customers. A further smaller saving of almost **£88,000** has also been secured across the electricity contract.

We also submitted an application to the First-tier Tribunal for a Section 20 dispensation in relation to our electricity and gas contracts, which was approved. This is a significant and positive development, as it enables us to consider longer-term energy contracts; however, we would only ever pursue this approach if it delivered clear savings for customers. Previously, such arrangements could have delivered an additional saving of approximately **3%** on energy costs and will provide greater flexibility in future procurement exercises.



Supporting customers with energy advice and affordability

We secured funding through supplier social value to support the delivery of a new Energy Advice Service for both customers and colleagues with clear, practical guidance on managing energy use and bills. The service offers personalised support for complex cases, helping customers and colleagues better understand their consumption, check tariffs and resolve issues with energy suppliers.

The service has already delivered tangible benefits. Most notably, one customer was helped to reclaim more than £12,000 after a faulty electricity meter was identified and investigated. By addressing issues early and providing trusted, independent advice, the service is helping customers reduce financial stress, improve energy affordability and build confidence in managing household energy costs.

The service is also available confidentially to Orbit colleagues, providing reassurance, tailored tariff comparisons and practical advice to ensure they are on the most suitable energy deals. Supporting colleagues in this way helps strengthen our workforce resilience and reinforces our organisation wide approach to wellbeing and sustainability.

Together, this work demonstrates how partnership funding, targeted advice and early intervention can deliver immediate social value while supporting the transition to a more energy-efficient and sustainable future.

Our Energy Advice Service supported a 73-year-old disabled customer, Miss Todoshchenko, after she received extremely high electricity bills that were completely inconsistent with her low energy use.

Miss Todoshchenko lives alone in a one-bedroom flat and uses very little electricity — limited to two storage heaters used only in winter, an immersion heater with the boost disabled and a television. Despite this, her electricity meter recorded 23,128 kWh in under five months, averaging 163 kWh per day.

As a result, she was issued a series of unaffordable bills, totalling thousands of pounds, and fell into £1,767 of arrears. Her daughter, Elena, quietly covered costs to protect her mother from stress, using her own income that was already stretched.

Our Energy Advice Service stepped in to investigate. We visited the property and identified clear concerns. A creep test carried out by a qualified electrician confirmed the meter continued recording usage even when all power was switched off. The meter was also an outdated model due for national replacement.

We challenged the energy supplier, placed the account on hold and escalated the case to the Energy Ombudsman when responses were delayed. This led to:

- Replacement of the faulty electricity meter
- Correction of the billing
- A refund of overpaid charges
- Immediate reduction in energy costs.

Elena said:

I couldn't understand why mum's bills were so high. At first I thought she was maybe forgetting to keep an eye on her electric as she has some dementia after a stroke. The bills were getting higher and higher until it was using all her pension. I was too worried to tell her how much they were because I didn't want to cause her stress, but I was having to pay money from my own income which is tight with two children to support.

I was certain something wasn't right because she only used her storage heating for a couple of hours, she doesn't do much cooking because I do that for her at my home and she was sitting in the dark to watch the television. The energy supplier kept insisting that we were paying for what mum was using and were no help at all. I asked the scheme manager whether other residents had bills like this, she was shocked and that's when Dan (from Orbit's Energy Advice Service) got involved. He visited and turned all the electric off but the meter was still going up and up. He took over the case from there and got the account put on hold whilst we asked the energy supplier to check the meter. When they didn't respond he took the case to the Energy Ombudsman and now we finally have a new meter and we will be getting back some money. The difference in the bills is unbelievable. Dan is my hero. I don't know what anyone like my mum, or someone who can't use technology would do in the same situation without any help.



Helping customers to have a Better Day

We're committed to supporting customers not only with safe, comfortable homes, but with the tools and confidence to build better lives. That's why we created Better Days, a completely free programme designed to help customers sustain their tenancies, strengthen financial resilience, and remain connected within their communities.



Here's how we've made a real difference to customers this year:



Facilitated 10,034 customer support interventions via our Better Days partners, a 58% increase on 2024/25.



Delivered £5.6m in cost-of-living support to improve customer affordability. This is 27% higher than the previous year and includes:

- **£3.2m** estimated increased income from welfare benefits gains
- **£1.6m** debt managed
- **£770k** estimated customer savings
- **£356k** worth of hardship grants issued to customers, a **28%** uplift on 2024/25
- **819** customers supported by our mental health provision including structured one-to-one counselling support
- **2,990** customers engaged by our Community Coaches through a combination of engagement across **607** activities and personalised case management
- **2,826** customers accessed our community hubs across **526** activities, a **239%** increase compared with 2024/25.



New community hub at Orchard House

We officially opened a new community hub at Orchard House in Erith with support from supplier social value. The hub provides free, face-to-face advice and guidance on managing finances, health and wellbeing, employability and skills, as well as a flexible space for community run events and activities.

The hub supports improved wellbeing, reduces social isolation, and helps residents build confidence, skills and financial resilience, while encouraging stronger community connections and participation. Using an existing building to deliver locally based services also helps reduce unnecessary travel and supports more sustainable service delivery.

Supporting and empowering customers



Our Community Hub in Gorleston has become the venue for a new arts and crafts club after supporting customer Nikki to share her creativity with the community.

Before attending the hub, Nikki says she faced significant challenges and trauma that impacted her mental, physical, and emotional wellbeing. Attending the hub has helped Nikki to rebuild confidence and inspired her to give back to the community.

“My confidence was at an all-time low, and my anxiety was overwhelming,” Nikki explains. Initially hesitant to visit, fearing judgment and unfamiliar surroundings, everything changed when she stepped through the hub’s doors.

“I was welcomed with open arms by Jo, who introduced me to the Wisdom app, giving me 24/7 access to support when I needed it most. I was signposted to Feathers Futures, a local charity helping women build confidence and overcome trauma. Jo’s advice and encouragement have been invaluable, especially in navigating the impact of my disability on work.”

Now, Nikki is running her own arts and crafts sessions from the hub, helping others explore creativity and build confidence. Materials for the sessions are unwanted or pre-owned items where possible which the group repurposes. “The hub has become my lifeline,” she says. “My confidence has blossomed, and I’ve gained friendships and support in a safe, welcoming space. I cannot thank Jo and the community enough for everything they’ve done.”

Joanna Judge, Community Hub Coordinator, added: “Nikki’s journey is a true testament to the power of community. Seeing her grow in confidence and now lead her own arts and crafts sessions is inspiring, not just for her, but for everyone who comes through our doors. The hub is about creating opportunities, building friendships, and supporting each other and Nikki embodies that spirit.”

The Gorleston Community Hub continues to provide vital resources and a sense of belonging for residents across the area. This year Gorleston community hub achieved **£247,301** in social value from this activity and others.

Homes for all life stages

We're committed to providing homes that support customers at every stage of life, helping older people live independently, safely and well for longer. This year, we launched our Later Living Strategy to 2030, shaped by customer insight and research, to respond to the needs of an ageing population through affordable, accessible and well-designed homes.

The strategy commits to improving existing Later Living services, enabling independence for customers aged 55+, delivering **350** new specialist homes by 2030 and promoting health and wellbeing.

We also completed refurbishments across eight Later Living schemes, improving safety, energy efficiency and communal spaces, with positive impacts on comfort, wellbeing and community connection. Alongside this, wellbeing programmes delivered with local partners are improving physical, social and emotional outcomes for residents.

Supporting our customers in the transition to Zero

Improving the energy-efficiency of our homes supports customer affordability, decarbonisation and long-term sustainability. Our commitment for all existing homes to achieve at least EPC Band C by 2030 helps reduce energy use, lower household bills and improve comfort. Strong progress has been made, with **89.5%** of homes now at EPC C or above, delivering tangible savings for customers.

We successfully secured **£5.67m** through the Warm Homes Social Housing Fund to support targeted investment of energy efficiency measures across hundreds of homes across the Midlands and Bexley. Through the Government's Heat Network Efficiency Scheme, we've also been awarded **£987,000** to support improvements to heating services in later living schemes across the country. These upgrades are reducing carbon emissions, lowering running costs and creating warmer, healthier homes for customers, including older customers in later living schemes. By combining grant funding with our own investment and partnership working, we're supporting customers through the cost-of-living challenges while contributing to net zero and positive environmental and social outcomes.



Environmental Stewardship

Before we set out to deliver significant programmes of decarbonisation and greenspace improvement, we must always focus on doing the basics right, preventing pollution and other negative impacts resulting from our day-to-day operations. Our Environmental Management System, certified to ISO 14001:2015 by the British Standards Institution, provides a robust framework to ensure regulatory compliance, manage environmental risk and drive continual improvement in our environmental performance.

This system supports consistent oversight and control of our environmental impacts, enabling us to reduce our operational footprint, identify and mitigate risks and embed responsible environmental practices across the organisation. Through this structured, externally certified approach, we strengthen accountability and demonstrate our long-term commitment to protecting the environment and supporting sustainable outcomes for future generations.

Climate risk assessment

To strengthen our understanding of climate risk and build long-term resilience, we commissioned Savills Sustainability, working with climate analytics specialist XDI, to assess how climate change could impact our homes across different property types and geographies. The assessment combined detailed property data with advanced climate modelling to identify the most significant physical risks, including flooding and extreme heat, and to understand when and where these impacts are likely to occur.

The findings provide clear insight into geographic and financial risk hotspots, supporting evidence based decision making. This work will inform the future design, maintenance and investment in our homes, as well as the support we offer customers to help them adapt to the impacts of climate change. By embedding climate risk assessment into our planning, we are strengthening asset resilience, protecting customers and supporting long-term sustainability.

Innovating Retrofit

Our innovative retrofit programme delivers better outcomes for customers while supporting decarbonisation and value for money. This year, our pilot trialling air to air heat pumps was recognised with the Best Retrofit Innovation or Project award at the 2025 Housing Innovation Awards.

The pilot demonstrated how modern, low load heat pump technology can improve home comfort, reduce carbon emissions and lower energy consumption without the need for costly grid upgrades. Customers benefit from faster heating response and improved comfort during both cold and hot weather. By sharing learning with partners and the wider sector, we're helping to accelerate the adoption of sustainable retrofit solutions that improve affordability, resilience and wellbeing, aligned with our environmental and governance commitments.

Warmer more energy-efficient homes at Jubilee Court

Customers at Jubilee Court, a Later Living scheme for people aged 55+, are now benefiting from warmer, more energy-efficient homes following targeted investment through the Government's SHF Warm Homes Scheme, delivered via the Midlands Net Zero Hub. Working in partnership with Wates Property Services, the project focused on delivering meaningful, day-to-day improvements for customers while reducing environmental impact.

More than 40 homes received upgrades, including new roofs, solar photovoltaic (PV) panels, upgraded windows and doors, and improved ventilation. As a result, all homes that received energy efficiency works now achieve an EPC rating of C or above. Customers are already experiencing improved comfort, with homes retaining heat more effectively and a reduced reliance on heating during colder months—supporting lower energy bills and improved wellbeing.

One resident commented:

Following the new windows and doors, my home stays warmer and I don't need to use my heating as much in the colder months.

Alongside home improvements, further investment enhanced the Jubilee Court community centre, a vital space for social connection and wellbeing. Using supplier social value funding within the Orbit and Wates contract, upgrades included a full re-roof with solar PV installation, improved

accessibility, upgraded ventilation, refreshed interiors and enhanced green spaces. The new solar PV system is expected to reduce running costs and help lower future service charges, delivering long-term financial and environmental benefits for customers.

This project demonstrates how partnership working and sustainable investment can deliver tangible social outcomes — improving comfort, affordability and community wellbeing — while supporting decarbonisation and strong governance. It reflects our commitment to putting customers first and ensuring sustainability improvements translate into real benefits for everyday life.

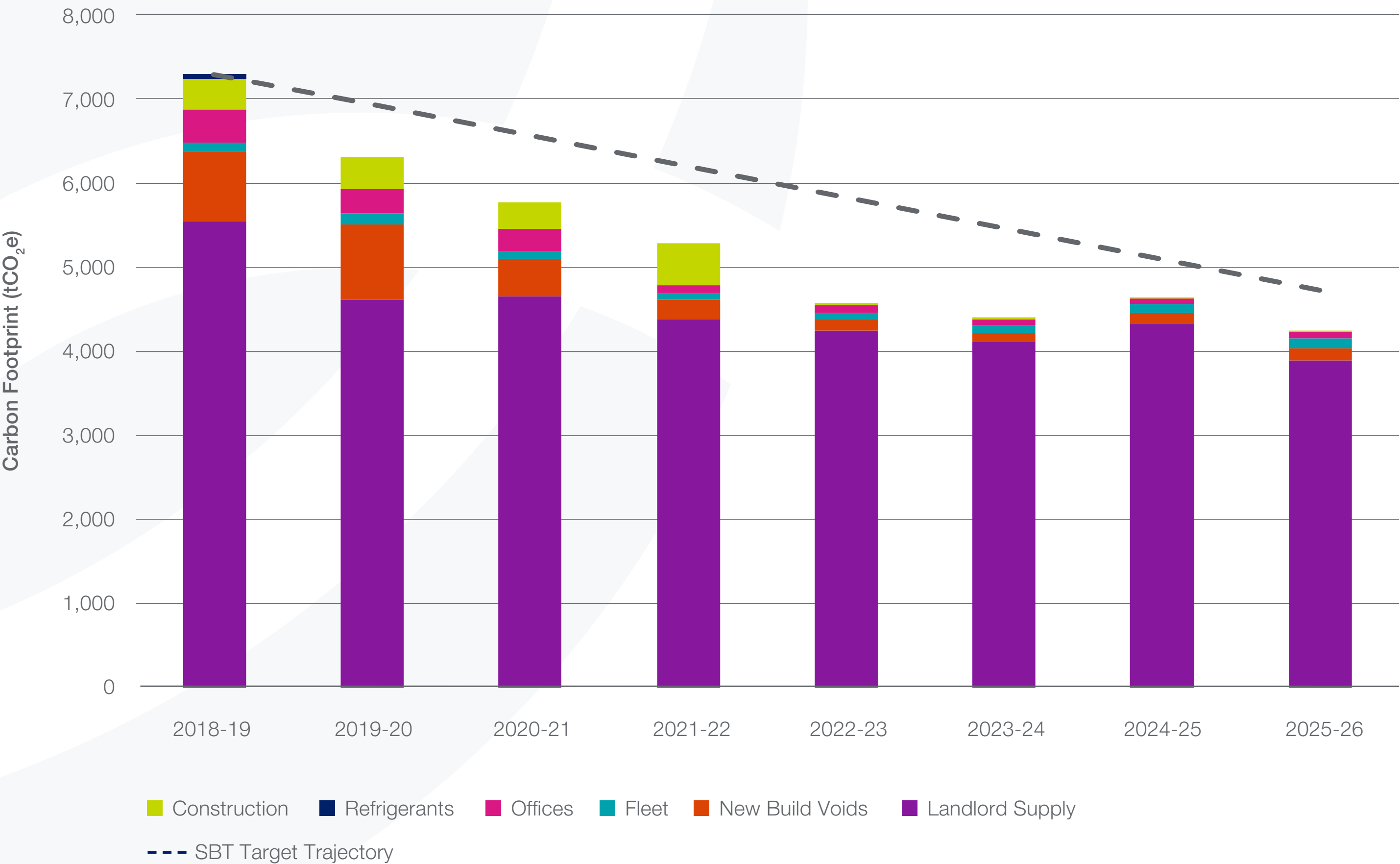
Our carbon footprint

We’re firmly committed to becoming carbon neutral by 2030. To achieve this, we’re following a science-led pathway to halve our direct and indirect greenhouse gas emissions this decade, supporting national net zero ambitions and delivering long-term environmental and social value.

Since establishing our 2018 baseline, we have already reduced our operational carbon footprint (scopes 1 and 2) by **42%**, our biggest reduction to date and a **9%** improvement on last year. We have achieved this significant reduction primarily through a focused series of seasonal heating campaigns in our Later Living and Supported Housing schemes. These schemes are primarily heated by natural gas and make up most of our remaining greenhouse gas emissions.

Actions we’ve taken include greater controls over set point temperatures, efficiency measures in plant rooms, and awareness and educational programmes for colleagues and customers. This saw a highly material **23%** reduction in natural gas in the summer, however only a 1% reduction year-on-year over the winter period. We remain excited by this progress, demonstrating the potential for further carbon reductions without costly upgrades to boilers in the short term. We are actively working in accordance with the Heat Network Regulations to ensure our systems are run as efficiently as possible, with the very best customer service we can provide.

Net zero carbon (scope 1&2) Journey so far



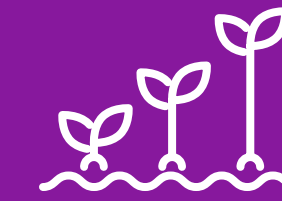
Improving the quality of customers' homes and outdoor spaces

Nature recovery is central to how we design and manage our outdoor spaces, supporting both environmental sustainability and customer wellbeing. By 2030, we aim for 30% of our land to actively support wildlife and biodiversity, aligning with national and global biodiversity goals. By placing customers at the heart of this programme, we're creating greener, healthier neighbourhoods that provide welcoming spaces for people to relax, connect and enjoy nature, alongside thriving habitats for wildlife.

Over the past year, we've continued to deliver our 30by30 programme and are proud to report that we are now managing **19.5%** - 300,000 square metres - of our green spaces in a way that supports nature's recovery.

Whilst we do remain behind our target of **21.9%**, we remain confident that our approach is the right one – prioritising customer engagement and small improvements at scale. This is not an easy approach, but the right one for customers and our goal of connecting people with nature, across our communities.

This year we successfully tested the principle of contracting some of the improvement works out to third parties, whilst still maintaining our values and approach. We will use the lessons learned from this as well as our in-house delivery to further expand the programme in the current year. We're also excited to have recently received our most accurate tree data in our history, and will announce how this may well shape the future of 30by30 through the coming year.



In the past 12 months, we've planted across 32 estates:



• **57 UK native trees**



• **1,710 native hedge plants**



• **23,000m² of wildflower meadow**



• **1,400 Spring flowering bulbs.**

We are excited to see how these newly-enhanced greenspaces gradually become vibrant spaces for people and wildlife alike.

Our new homes

We continue to play a key role in tackling the UK's housing crisis by delivering high-quality, affordable homes at pace and scale. This year, we increased our 2030 development ambition by over **20%** to **7,000** new and regenerated homes, with a strong focus on affordability across social rent, affordable rent and shared ownership.

In 2025/26, we delivered **1,094** new homes, **1,002** of which were affordable.

This progress reflects our commitment to meeting growing demand and creating homes and communities people are proud to live in.



Homes for Nature

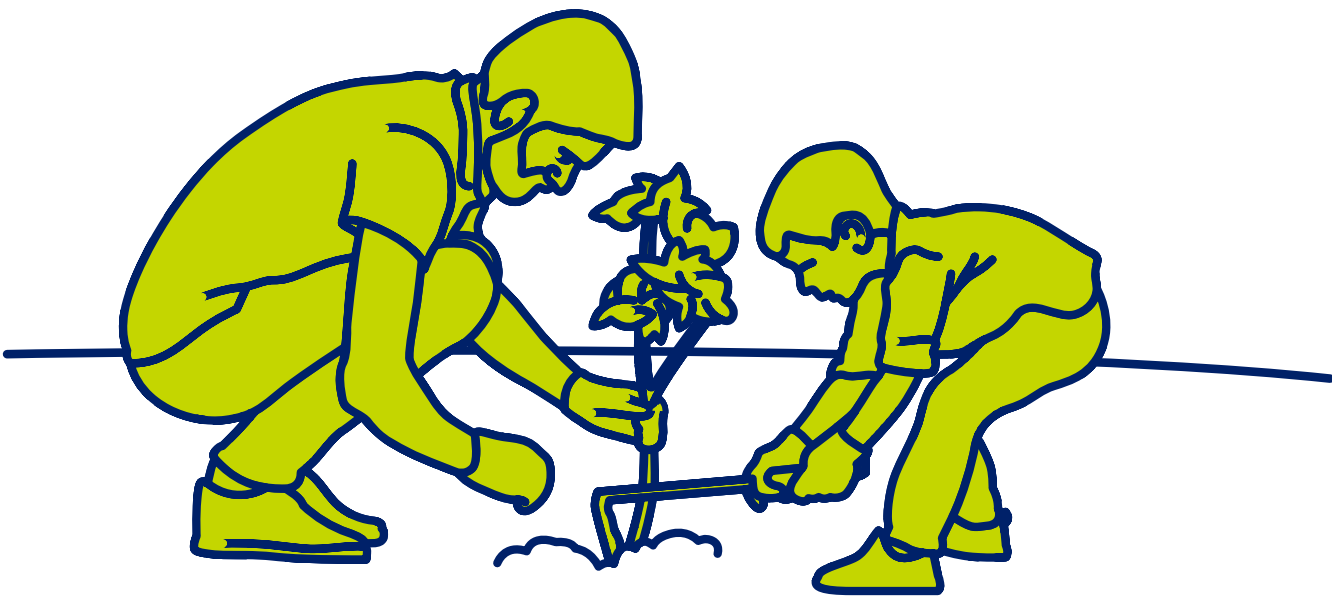
We support Future Homes Hub's 'Homes for Nature', to encourage more wildlife to thrive on new-build developments whilst improving customer wellbeing through improved access to nature.

We're committed to installing a bird-nesting brick or box for every new home built, alongside hedgehog highways, sustainable urban drainage and pollinator-friendly landscaping on new sites.

Biodiversity monitoring

As part of our 30by30 commitment, we introduced a new, data-led approach to monitoring and improving biodiversity across our estates. This initiative introduced a new Power BI Biodiversity Dashboard that brings together high-quality geographic and environmental data to provide a single, accurate and transparent view of biodiversity across more than **1.5 million** m² of green space.

Automated mapping and analysis improves data accuracy, reduces administrative effort and delivers clearer insight through interactive visual reporting. This enables us to better understand existing habitats, identify opportunities for enhancement and track improvements over time. The dashboard strengthens accountability and supports evidence-based decision making by helping prioritise investment and demonstrate progress towards long-term environmental goals. By embedding this approach across the organisation, we're creating a strong platform for continuous improvement and delivering lasting benefits for nature, customers and our wider sustainability objectives.



Using the Built Environment Bank to evidence real impact

Improving biodiversity across existing estates is a key part of our commitment to creating healthier, more resilient places for nature and customers. While many biodiversity metrics focus on new developments, we wanted a robust and consistent way to measure the impact of biodiversity improvements delivered through works on existing grounds supporting our 30by30 programme.

With permission from HACT, we adapted an existing Built Environment Bank metric to do exactly this.

We worked with HACT to use the Biodiversity Protection Level measure from the Built Environment Bank in a new way. Although originally designed to measure biodiversity protection on new sites, we applied this established metric to existing sites by, recording the net increase in biodiversity-enhanced space per site.

This approach means we can consistently quantify biodiversity improvements using a recognised framework, while ensuring the data remained credible and comparable.

This innovative use of the Built Environment Bank measure provides us with a clearer picture of how everyday investment in existing places contributes to biodiversity protection, community wellbeing and long-term environmental value. It strengthens our ability to demonstrate real, measurable impact and supports more informed decision-making about future investment in green spaces. We have been able to show that since its inception, 30by30 has generated **£7.3million** in social value.

Creating a Community Woodland at Glebe Road

At Glebe Road in Stratford-upon-Avon, we created a new community woodland that supports both nature recovery and resident wellbeing. The woodland was planted with a mix of native species, including field maples, hawthorns and black elders, enhancing local biodiversity and creating new habitats for wildlife. These native trees and shrubs will provide long-term environmental benefits, improving ecological resilience and supporting pollinators and birds as they mature.

At the heart of the woodland is a permanent community Christmas tree, designed to bring local residents together and create a shared focal point for the neighbourhood. The planting was celebrated with a free family light switch-on event, delivered through our Better Days programme. This event encouraged social connection, helped turn neighbours into friends and supported wellbeing by creating a welcoming, inclusive community experience.

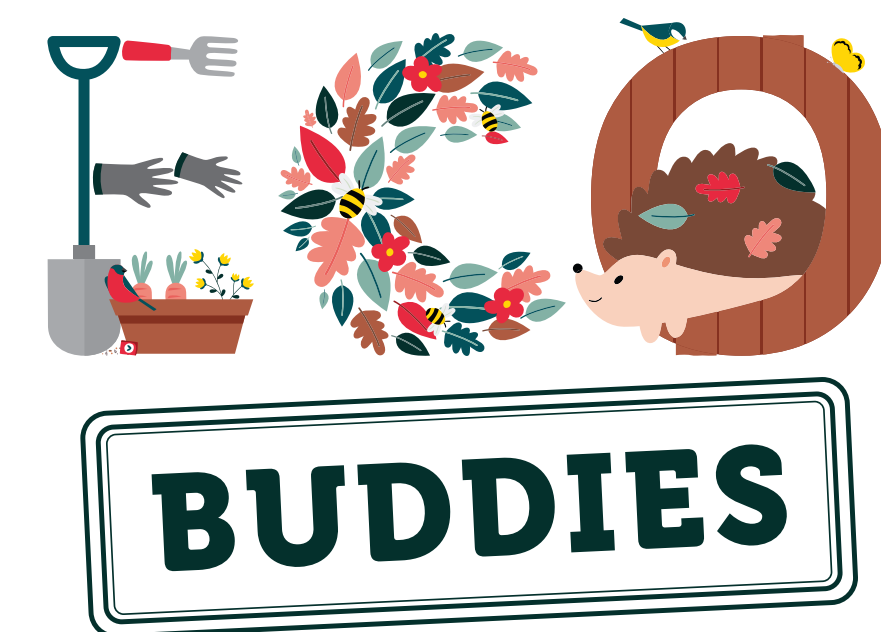
The new woodland provides a safe, attractive green space for residents to enjoy throughout the year, offering opportunities for relaxation, play and connection with nature. By combining biodiversity enhancement with community engagement, the project demonstrates how investment in green infrastructure can deliver lasting environmental value alongside meaningful social outcomes for customers.

Eco buddies

Our Eco Buddies scheme brings us together with local schools to support biodiversity while inspiring children to play an active role in protecting the environment. Through the programme, colleagues volunteer to deliver curriculum-linked biodiversity sessions, combining learning with practical, hands-on activities that connect children with nature.

This year, over **100** children took part in Eco Buddies activities, such as building and decorating bird boxes. These projects not only create new habitats for wildlife, but also empower young people to see the positive impact they can make within their school communities and at home.

The scheme delivers strong social and environmental outcomes. Children develop a greater understanding of biodiversity, sustainability and stewardship, supporting long-term behaviour change and pride in their local environment. At the same time, the habitats created contribute directly to nature's recovery, increasing opportunities for wildlife in school grounds and surrounding neighbourhoods. Eco Buddies demonstrates how partnership working and education can deliver lasting benefits for communities, customers and the environment.





Nurturing our trees

Through our extensive tree survey programme, we've mapped over **13,000** communal trees, giving us a clearer picture of their health and condition. This information allows us to create tailored care plans for each tree, supporting long-term safety and sustainability.

Working towards zero waste

Our zero waste approach sets out a clear pathway to a more resource-efficient, circular organisation. By embedding responsible sourcing, use and disposal of materials across our operations, we’re reducing waste, lowering environmental impact and supporting our 2030 sustainability ambitions.

This year, we prioritised action in five key areas, including reducing construction waste, tackling fly-tipping in neighbourhoods, building colleague awareness and capability, working with supply partners to improve material sustainability, and preparing for new waste segregation requirements. These actions lay strong foundations for long-term waste reduction, regulatory compliance and improved environmental performance, while helping to create cleaner, more attractive places for customers to live.

These actions have resulted in our construction waste reaching **7.86** tonnes per plot, down from 9.68 tonnes in 2022-23, a 19% reduction from our starting point. This follows an update to our methodology for calculating plots to factor in their production phase, however the waste generated remains the same and has fallen also from 5,343 tonnes to **3,833** tonnes over the same period (28%).

Last year, we diverted **38.33%** of our total non-hazardous waste away from landfill or incineration. The majority of waste sent to landfill comprised excavated soil and stones from a small number of our direct build developments. In response, we have implemented targeted improvements to our planning and groundworker tendering processes to reduce the likelihood of this recurring in the future.



The progress we’ve made this year includes:



- **Appointing a new waste broker to consolidate reporting and provide new insights**



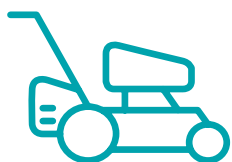
- **Procuring food caddies and other additional bins to support compliance with Government Simpler Recycling requirements for workplaces**



- **Conducting internal and external waste audits to identify future improvement opportunities**



- **Providing new awareness-raising materials and promoting them to colleagues**



- **Continuing our “cut and leave” method for grass in communal areas and cut less grass overall via improvements through the 30by30 green space programme.**

Health and safety

The safety of customers and colleagues remains our top priority. We continue to work with expert partners to maintain high standards, including our ongoing partnership with RoSPA and achieving BS9997 certification in fire risk management.

This year, we maintained strong compliance levels, with **99.8%** across key safety measures and **97%** on construction activity. Customer confidence remains high, with **81.5%** of renters reporting they feel safe in their homes.

Our approach has been recognised through multiple awards, including the ASCP Building Safety Initiative of the Year and RoSPA Gold Awards for both health and safety and customer safety for the eighth consecutive year.



Building an inclusive business

Creating safe, inclusive communities and workplaces is central to our social purpose and long-term sustainability. We believe that when people feel valued and supported, they can deliver their best — strengthening our organisation, improving services and delivering more equitable outcomes for the diverse communities we serve.

In 2025/26 we continued to progress our ambition to be a truly inclusive organisation. An independent review confirmed strong Equality, Diversity and Inclusion practices, while highlighting the importance of greater clarity on what inclusion looks like in practice and the role of leadership in shaping respectful, inclusive culture. In response, we have refocused our approach from Equality, Diversity and Inclusion to Inclusion and Belonging, reflecting our commitment to building togetherness and ensuring colleagues feel seen, heard and able to be themselves.

Over the coming year, colleagues will co-create our Inclusion and Belonging approach, strengthening engagement and accountability. Our Board is also taking a more visible role, embedding inclusion within governance, recruitment and partner expectations. Alongside this, we continue to embed diverse customer voices through our Customer Engagement Strategy and customer diversity groups, including LGBTQ+, Disability and Future Voices, ensuring lived experience informs decision making and service design. Together, these actions support strong social impact, inclusive governance and better outcomes for customers and colleagues.





Pride Month – Listening to LGBTQ+ Voices

During Pride Month, we hosted a dedicated engagement session with members of our LGBTQ+ customer group to better understand their lived experiences and how well our services meet their needs. The discussion provided valuable insight into inclusion, accessibility and service responsiveness, strengthening our ability to design services that are shaped by customer voice. By actively listening and responding, we are improving equity, building trust and embedding inclusive practice within service delivery and decision making.



Celebrating Black History Month

We marked Black History Month by recognising and celebrating the achievements, history and contributions of Black communities, reinforcing our commitment to equality, representation and inclusion. The 2025 theme, “Standing Firm in Power and Pride,” encouraged colleagues to reflect on identity, heritage and collective responsibility in challenging inequality.

A highlight of the programme was a webinar with UK Magistrate and racial equality advocate Ije McDougall, who shared powerful reflections drawn from her British Nigerian heritage and personal experiences. Her insights deepened understanding of lived experience, cultural awareness and the impact of bias, supporting greater empathy and inclusive leadership across the organisation.

Black History Month activities provided a meaningful opportunity for reflection and learning, helping to foster a workplace culture where everyone feels respected, represented and valued — supporting positive social outcomes and strong, values-led governance.



Butty and Brew

Our annual ‘Butty and Brew’ events returned across developments in Hastings, Daventry and Dereham to promote mental health awareness among construction colleagues. The sessions created safe spaces for open discussion and included training from specialist providers, guidance on accessing emergency support services, and practical wellbeing tips. The initiative complements Orbit Homes’ ‘Look after your mates’ campaign, which reinforces the importance of supporting both physical and mental wellbeing on site.

Colleague engagement

We value a highly engaged workforce where colleagues feel confident sharing their views and ideas, recognising that their insight is vital to creating a great place to work and delivering high-quality services for customers. This year, 83% of colleagues participated in our annual engagement survey, providing valuable feedback that helps us understand what is working well and where we can continue to improve. This strong level of engagement supports effective governance, continuous improvement and positive outcomes for both colleagues and customers.



• **73% overall engagement score**



• **74% proud to work for Orbit**



• **89% agreed that we are committed to creating a diverse and inclusive workplace.**

Delivering our sustainability ambitions depends on a skilled, informed and engaged workforce. During the year, we continued to invest in building colleague capability through tailored training and development, ensuring sustainability is embedded into everyday decision making and service delivery.

- Our Environmental Sustainability Skills for Managers course — developed with the Institute of Sustainability and Environmental Professionals and delivered in-house — has now been completed by the majority of colleagues who require it (more than **200** colleagues since 2021). We’re now reviewing opportunities to refresh the programme and expand access, enabling more colleagues to engage on a voluntary basis and further embed sustainable practices across the organisation.
- Environmental awareness remains embedded across the organisation through Orbit Earth e-learning, which is mandatory for over **300** roles. This year, **90** colleagues completed the module, and since its launch in 2021, over **1,000** colleagues have undertaken the training, strengthening understanding of our environmental commitments and the actions required to deliver them.
- Our in-house sustainability team delivered targeted workshops on key topics including environmental awareness, biodiversity, waste, social value and sustainability impact assessments. Together, these programmes ensure colleagues have the knowledge, confidence and skills needed to champion our long-term sustainability journey and deliver positive environmental, social and governance outcomes every day.





Building capability for sustainable procurement

To help embed sustainability into everyday commercial decision making, we delivered a Sustainable Procurement Workshop for colleagues.

The practical workshop used real Orbit case studies and live procurement scenarios focusing on how sustainability is applied in practice, including social value from the customer perspective, carbon reduction and net zero ambitions, regulatory expectations under the UK Procurement Act, and Orbit's Sustainable Supplier Charter and Supplier Social Value Framework. Participants applied this learning through hands-on activities such as designing tender questions, assessing partner responses and using sustainability scorecards.

Participants identified clear next steps, including embedding sustainability earlier in tender processes, improving consistency in supply partner assessments and strengthening communication with partners.



Sustainability Stars

This year, we launched our quarterly Sustainability Stars scheme to recognise colleagues who demonstrate exceptional commitment to our environmental and social sustainability ambitions. The scheme highlights positive behaviours and innovative thinking, helping to raise awareness of sustainability across the organisation and encouraging wider participation.

By celebrating real examples of impact, Sustainability Stars supports colleague engagement, reinforces our values and helps embed sustainability into everyday practice. It also contributes to a positive workplace culture where colleagues feel recognised, motivated and empowered to make a meaningful difference for customers, communities and the environment.

"Nominee Keelie demonstrated exceptional commitment to sustainability by driving initiatives that significantly reduce paper use and support biodiversity communications. By introducing the VoiceSage text messaging platform, she enabled a shift from paper-based engagement to digital communication, delivering both environmental and cost-saving benefits. During the latest biodiversity campaign, this innovation reduced printed letters from 801 to just 21, saving £528 in printing and postage while substantially cutting paper consumption."

Investing in colleagues

We're committed to investing in our people and culture, ensuring colleagues have the skills, support and opportunities needed to deliver our purpose and feel valued, regardless of background. During the year, we strengthened our approach to learning and development, with a focus on career progression, inclusion and leadership capability.



• 944 colleagues received internal training



• 166 colleagues received external training



• 10 colleagues completed vocational training



• 42 apprenticeships started.

Key initiatives included the introduction of professional development frameworks for customer-facing teams, expanded development pathways through mentoring, coaching and apprenticeships, and continued delivery of established programmes such as Springboard and Navigator. We also launched targeted development programmes to support racial minority colleagues at early and mid-career stages, alongside leadership development opportunities that promote inclusive, effective leadership.

In the 12 months to April 2026, we invested **£3m** in pay and benefits, enhanced family-friendly policies and delivered significant learning activity across the organisation. This included thousands of hours of face-to-face and online training, investment in external qualifications and professional memberships, and continued uptake of apprenticeship routes. Together, these investments support colleague wellbeing, capability and engagement, underpinning strong governance and the delivery of high-quality services for customers.



Gender pay gap

Fair pay, transparency and creating a workplace where everyone feels valued and able to thrive is fundamental to creating a thriving and sustainable workforce. Our 2025 Pay Gap Report demonstrates continued progress, reflecting the impact of sustained action to improve inclusion, development and access to opportunity.

The gender pay gap continued to close, with improvements in both mean and median figures compared to the previous year. Female representation in leadership increased significantly, alongside strong progression outcomes, with women accounting for the majority of promotions and securing more secondments into higher paid roles. These outcomes reflect improved access to development opportunities and career progression.

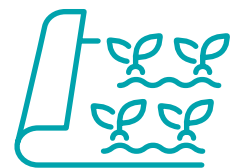
Addressing the ethnicity pay gap remains a priority, supported by targeted culture, development and recruitment initiatives. Ongoing investment in leadership capability, inclusive development programmes and our Inclusion and Belonging work underpins our commitment to equitable reward, strong governance and long-term organisational sustainability.



Click here to read our 2025 Pay Gap report

Volunteering

Through our volunteering programme, colleagues dedicated **632** hours, with **126** individuals getting involved. Our partnerships with contractor partners have added further support, enabling us to deliver a range of impactful projects, including:



- Planting 23,000m² of wildflower meadow across 32 estates during the winter, creating vibrant spaces for people and wildlife alike



- Helping at Langar Aid House, an initiative by Khalsa Aid International, where colleagues prepared food parcels, made sandwiches, and supported the evening soup kitchen, which provides over 4,000 hot meals each week



- Painting and repairing outdoor furniture in communal gardens across our later living schemes, improving shared spaces for residents.

Let's Play Project

We supported the Banbury based children's charity Let's Play Project by volunteering time to deliver a mini-makeover of the charity's premises. We redecorated the main activity room and hallway, creating a bright, refreshed and more welcoming space for children and young people aged 5–25 with additional needs.

The improved environment supports the charity's after-school clubs, youth groups and holiday activities, helping to provide a safe, inclusive and positive setting where young people can play, learn and socialise. By volunteering hours and practical skills, we contributed directly to strengthening a local community organisation and enhancing the experience of the children and families it supports.



Delivering Social Value

As a socially driven organisation, delivering social value is fundamental to what we do. We provide decent, safe and affordable homes to over 100,000 customers, but beyond this we also strive to create long-term, positive change in the communities we serve.



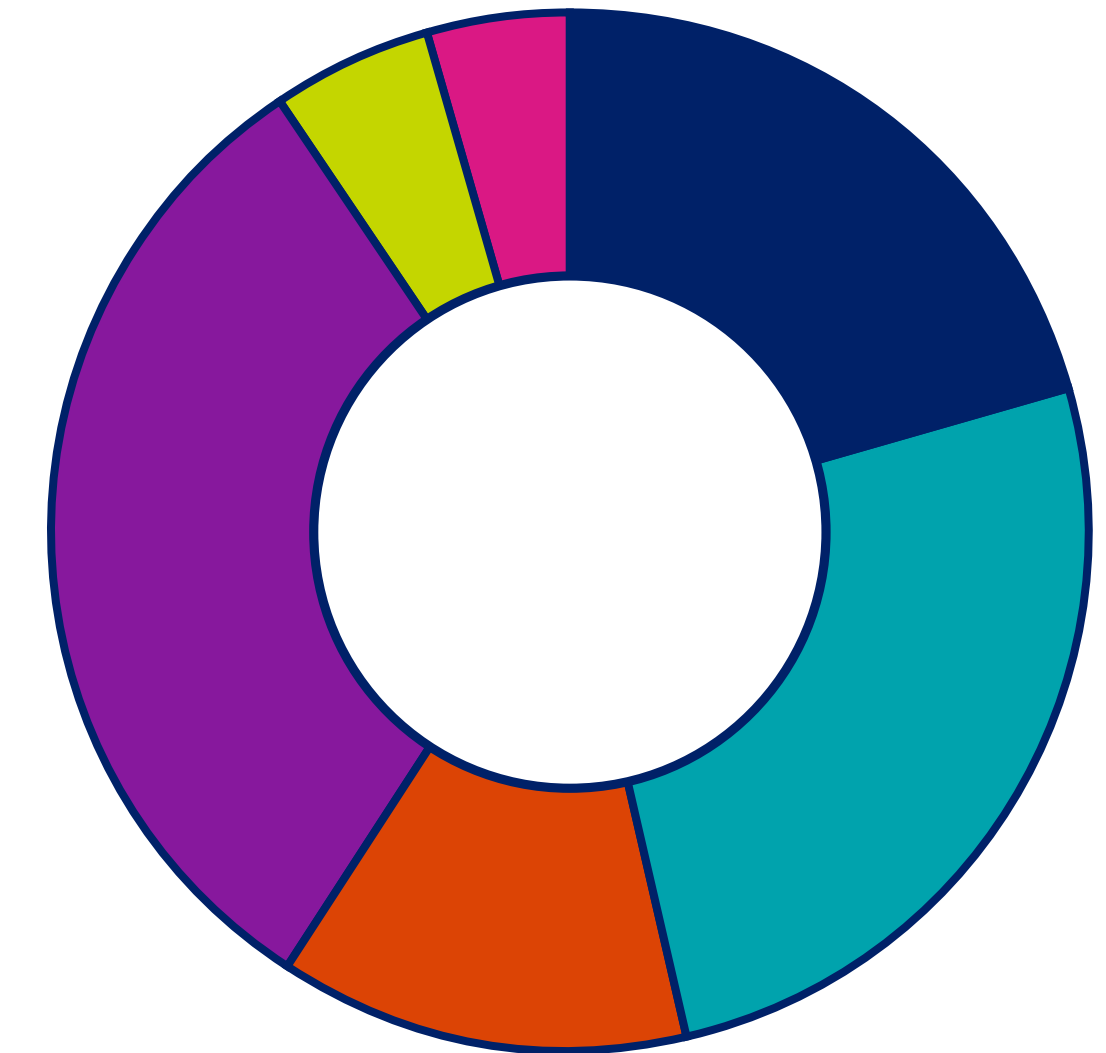
By focusing on what matters most to customers and communities, we aim to create lasting social, economic and environmental benefits alongside high-quality housing and services.

We work closely with customers, colleagues, partners and our supply chain to ensure our activities address local priorities and deliver real outcomes. This collaborative approach enables us to target resources effectively, strengthen communities and maximise the positive impact of our investment.

This year, we achieved a significant milestone by reaching our £100 million social value target nine months ahead of schedule. This achievement was independently audited and verified by the Housing Association Charitable Trust (HACT), providing assurance on the quality of our data and the robust application of the UK Social Value Bank in measuring the value created through our services and community initiatives.

Building on this success, we worked with HACT to develop an expanded, organisation-wide social value framework. This enhanced approach captures a broader range of social and economic outcomes, including the value generated through new affordable homes, repairs and core services. It has also supported the introduction of a new, more ambitious target of £550 million of social value by 2030, reinforcing our long-term commitment to supporting customers, communities and wider society.

Social Value outcomes delivered via our frontline services and supply chain



- Health **£4,438,189**
- Financial inclusion **£5,541,553**
- Employment **£2,745,872**
- Placemaking **£6,489,427**
- Youth, social groups and physical activity **£1,072,372**
- Homelessness **£828,682**

Total £21,116,095

Working with suppliers

We work closely with our supply partners to maximise social value and deliver positive outcomes for customers and communities. In line with the Procurement Act 2023, social value is embedded across the full contract lifecycle, with all contracts over **£170,000** allocating 10% of tender evaluation to social value. Throughout this document, you will see references to supplier social value projects working with partners that make a difference to our customers and neighborhoods.

To strengthen accountability, our Sustainable Supplier Charter requires supply partners to deliver social value equivalent to at least 1% of total contract value. Progress against commitments is monitored through structured eight-weekly contract review meetings, ensuring delivery remains focused on meaningful, measurable benefits for customers, neighbourhoods and wider society.



Bringing social value to life for colleagues

This year, we delivered a programme of social value workshops across the organisation, aimed at helping colleagues understand how their decisions directly contribute to positive social, economic and environmental outcomes.

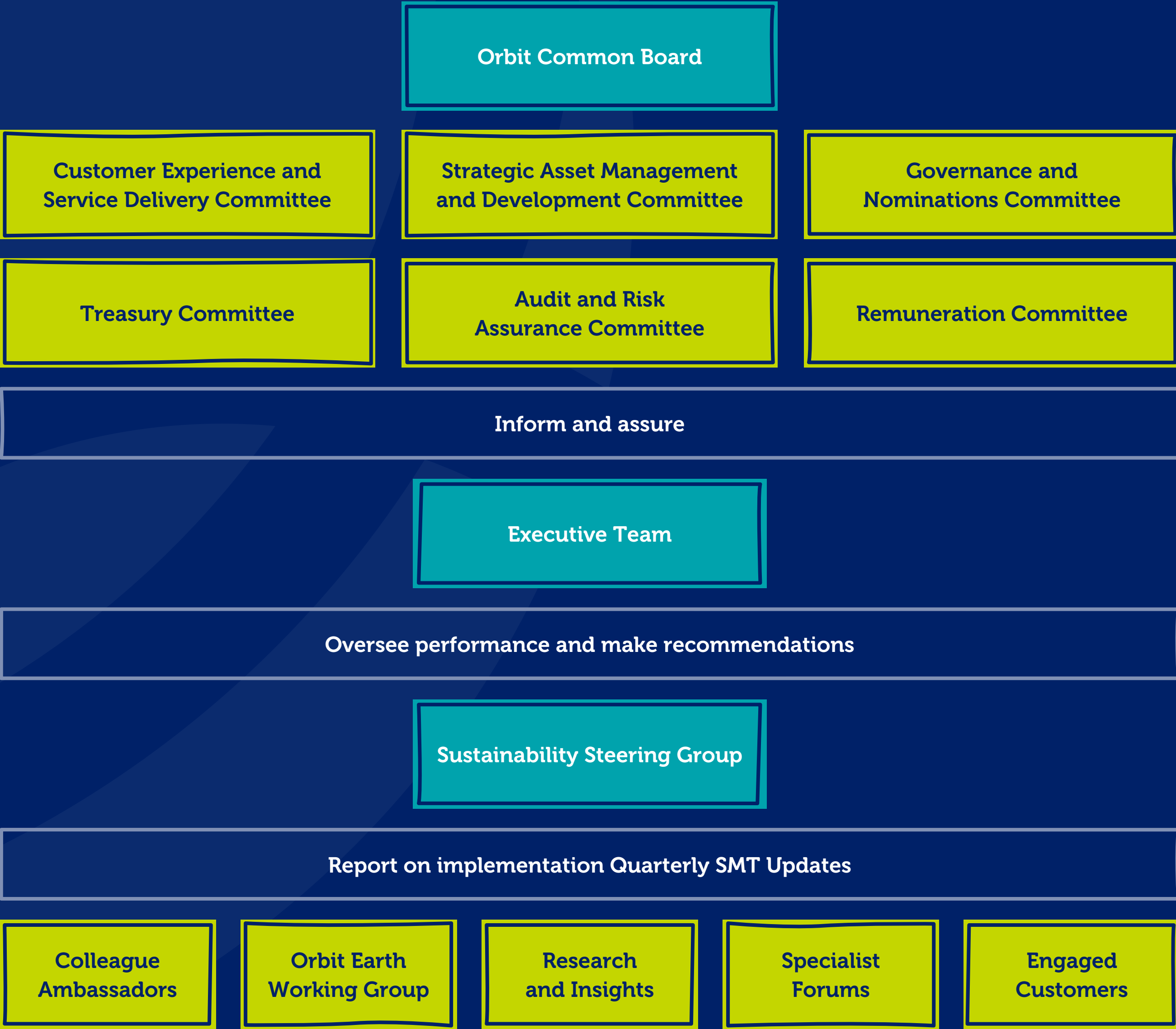
The programme was delivered across 11 departments, reaching **233** colleagues, helping to embed social value into leadership thinking and everyday decision-making. These workshops have helped build a shared understanding of social value, leading to increased reporting, stronger cross-departmental engagement and a **17.8%** increase in reported social value.

“It really improved my understanding of social value and how it links to what we do.”
Orbit colleague

Governance

Our sustainability commitments are embedded within our performance management framework and are overseen by both the Executive Team and the Orbit Common Board, ensuring accountability and alignment with our Sustainability Strategy. This governance is supported by the Sustainability Steering Group, which regularly reviews our approach to ensure it evolves in line with our Vision and Values, stakeholder expectations and the external operating environment.

Engagement with stakeholders and specialist forums, including Orbit Earth Working Group and Health & Safety Forum, provides expert input and oversight. These groups help ensure our sustainability commitments remain relevant, robust and sector-leading, and support the effective governance of our Sustainability Reporting Standard for Social Housing (SRS) and Business in the Community submissions.



Embedding sustainability in decision making

This year, we've been developing a Sustainability Impact Assessment (SIA) to ensure that sustainability considerations are embedded in decision making across Orbit.

Launching in 2026/27, this new tool will help us deliver safe, affordable and quality homes, while driving positive change for customers, communities, colleagues and the environment - fully aligned with our 2030 Strategy.

The SIA will assess the environmental, social and economic impacts of new initiatives, projects and service or process changes. It will enable us to identify and mitigate potential risks, highlight positive contributions and ensure alignment with our Sustainability Strategy, Environmental Policy and long-term commitment to achieving net zero carbon by 2050.

Developed collaboratively with colleagues, the SIA evaluates environmental, social and economic impacts for all new projects and changes, helping us spot risks, amplify positives and stay on track with our Sustainability Strategy and net zero goals for 2050.



The Sustainability Impact Assessment will strengthen governance by:



- Improving oversight and transparency of sustainability impacts



- Embedding sustainability within formal approval processes



- Providing senior leaders with clearer assurance and control



- Creating accountability for delivery of sustainability actions.

As the process matures, insights from the SIA will continue to inform strategic planning and support our long-term social, environmental, and commercial objectives.



Sustainable Finance Framework

Our Sustainable Finance Framework sets out how we use sustainable finance to directly support our social purpose and long-term sustainability ambitions. The Framework enables us to raise funding through green, social and sustainability linked finance instruments, with proceeds dedicated to activities that deliver clear environmental and social benefits for our customers and communities.

Aligned with international best practice, including the ICMA Green, Social and Sustainability Bond Principles, the Framework provides a robust and transparent structure governing how funds are allocated, managed and reported. Investment focuses on priorities such as delivering and improving affordable homes, increasing energy efficiency, supporting customers' wellbeing and financial resilience, enhancing biodiversity and progressing towards net zero carbon.

For customers and communities, the framework helps accelerate investment in high-quality, affordable and energy-efficient homes, alongside services that support employment, health, tenancy sustainment and community wellbeing.

By embedding sustainability into how we raise and deploy finance, the Sustainable Finance Framework supports Orbit's 2030 Strategy and ensures that our growth and investment decisions maximise positive social and environmental impact, both now and for the future.

The Framework is overseen by Sustainable Finance Framework Steering Panel (SFFSP), consisting of the Sustainability Steering Group and Treasury, meeting at least annually to perform this function.

2026/27 focus

1. Evolution of 30by30

We will continue to deliver greenspace improvements at scale for the wellbeing of customers and nature, but with an eye to the future. We will consider next steps for our programme in engaging our customers, wider communities and partner organisations, as well as the target itself to account for ever improving data quality.

2. Developing our approach to climate adaptation

The recent climate risk report we received from Savills has given us numerous avenues to pursue, both asset focused and in terms of support for customers. We will take time to absorb these findings and integrate them into our delivery plans. One early piece of work will be a programme called ‘Weathering the Extremes’ aimed at enhancing the support available for customers as a result of heat waves, flooding and other extreme weather events, now and in the future.

3. Launching our Sustainability Impact Assessment

The introduction of the Sustainability Impact Assessment will be focused initially on our most impactful decision making. The tool will be put through its paces and continually improved to ensure sustainability is considered transparently in all of our material decision making.

4. Delivering on our new social value target

We have a new and significantly more ambitious target for social value with strong support from our leadership and our strong partnership with the Housing Association Charitable Trust. 2026/27 will see us focused on maturing our reporting against new metrics as well as continuing to enhance social value outcomes from our development arm and our supply chain. We will take a neighbourhood-led approach to our decision making to ensure the greatest outcomes for customers.

5. Sustainable procurement

We will be building on the success of our Sustainable Procurement Workshop last year to further embed sustainability decision making into our procurement and contract management ways of working.

6. Developing a view on the home of the future

After nearly 60 years of operations, we will be leading an exploration of what the homes of the future might look like. We don’t quite know what the final outcomes of this will look like yet and that is what makes this project so exciting!



Glossary

Biodiversity	The variety of plant or animal life in a particular area.
Carbon footprint	A measure of the carbon dioxide released into the atmosphere as a result of the activities of an individual, organisation or country. Usually measured either in kilogrammes or tonnes of CO ₂ . When shown as CO ₂ e the “e” stands for equivalent and refers to the conversion of other greenhouse gases into CO ₂ for ease of accounting.
Climate change	Refers to long-term shifts (usually 30 years or more) in weather patterns. Whilst these shifts can be natural, the impacts of humans particularly since industrialisation has seen climate change accelerate through the burning of fossil fuels and land use change.
Decarbonisation	Eliminating carbon from an activity, operation, or product.
Energy performance certificate (EPC)	A rating system to score energy efficiency and energy affordability of a home or building. The highest EPC level is A and lowest G. The certificate will include recommendations on how to make the building more energy-efficientand save money.
Net zero carbon (NZC)	The reduction of greenhouse gas emissions as much as possible and the offsetting of any remaining emissions. Under the later international standards this is taken to mean a 90% or greater reduction in emissions by 2050.
Scope 1, 2 and 3 emissions	GHG emissions are categorised into three groups, or “scopes”, by international reporting standards such as the GHG Protocol. Scope 1 and 2 cover our own operations, whilst scope 3 covers our housing and supply chain. Scope 1 emissions: direct emissions from resources that Orbit directly controls (such as fuel used in company vehicles and natural gas in our buildings). Scope 2 emissions: indirect emissions from energy bought for use in Orbit’s operations (such as electricity in our offices). Scope 3 emissions: indirect emissions outside of the operational control of Orbit. This includes our customers’ energy use in their homes, purchased goods and services, business travel and employee commuting.
Social housing decarbonisation fund (SHDF) / Warm Homes Fund	A government fund that aims to upgrade a significant amount of the social housing stock – currently below Energy Performance Certificate (EPC) Band C – to increase energy efficiency, tackle fuel poverty and reduce carbon emissions.
Sustainability	A balance between economic, social, and environmental needs to ensure the needs of today do not compromise those of future generations.



