



Social Value 2021

Our Social Value

We know that homelessness and living in poor quality housing can have a negative impact on our health and well-being, yet for many people in East Anglia, having a safe, decent, affordable home is far from the reality. Over the past two years, the situation has been further exacerbated by the Covid-19 pandemic.

Orwell Housing Association provides homes for over 7,500 residents by managing approximately 4,000 properties throughout Suffolk, Norfolk, Cambridge and Essex. We provide care, support, housing management, property development and estate services and we believe everyone should be able to live in a good quality home that they can afford.

We are a not-for-profit organisation, which means any surplus we make is re-invested in the work that we do, improving our existing services and the lives of our local communities.

Through our customer engagement activities, we are empowering our tenants, ensuring we listen to their views and we embed their needs into our services.

Our Housing Team makes a difference to the lives of vulnerable tenants, through services such as tenancy sustainment and signposting our customers to welfare benefits, advice and other support services which may be helpful to them.

Our care and support schemes help our customers gain and retain independence and take control, so they can enjoy the same opportunities as everyone else.

Our Development Team built 37 affordable homes to rent and buy for local families with more planned in the coming year.

We have developed partnerships with other local housing associations to extend the reach of our work, having a positive impact on more local residents.

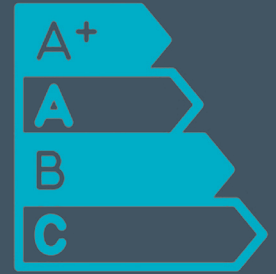
As a large local employer, we are also dedicated to developing our people through training, apprenticeships and well-being activities.

Finally, we are currently working on a decarbonisation strategy which will help us to meet government targets and ensure our housing stock is all at EPC level C or above by 2030 and net carbon neutral by 2050. Talking to our customers will be a key part of this work so that we can consider their views and needs as we embark on these vital programmes.

Our social value report covers these themes - and a few of the stories that bring them to life.

67%

of our stock is rated EPC C or above. Investing in energy efficient homes for our customers is a priority.



768

support hours provided to tenants allowing them to continue to enjoy independence in their own home.



We brought an empty house back into use to create a much needed home for a local refugee family.



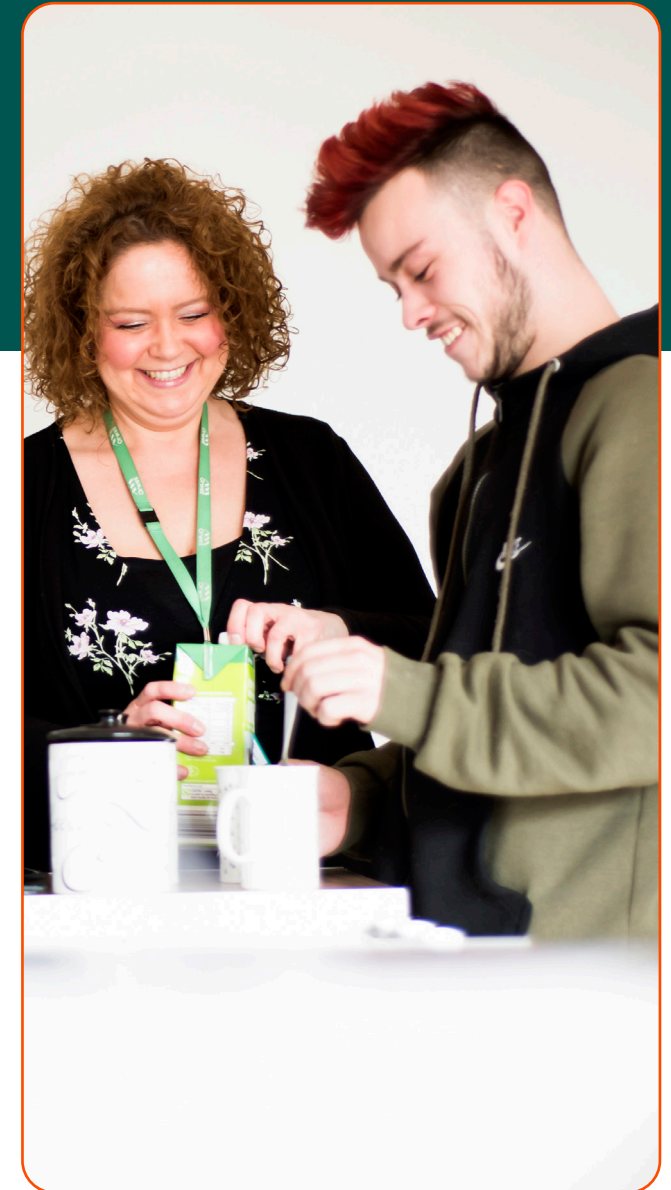
D's story

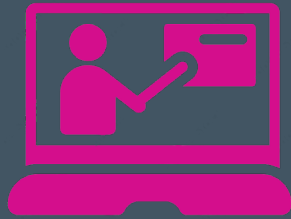
LEARNING DISABILITY

D had lived in one of our supported living services for two years and had expressed a wish to move into his own flat. When a property in Newmarket became available, D met with the housing officer and was excited by the possibility. With support from the housing officer and our care and support staff, D was able to move into his new accommodation and five months on is going about his daily life within his local community and pursuing his many interests, whilst still receiving support from us. He has made contacts with the local antique and junk shop owners and spends time looking for new pieces of old militaria which he collects and sells online.

After a few ups and downs, D is now presenting as a much calmer and more relaxed young man who has been clear with the support team about what type of support he needs. When he was recently offered some support to visit Ipswich, D was very clear this was of no interest to him. D had previously been known to associate with others in Ipswich who appeared to have had a negative influence on him resulting in his involvement with local police.

Orwell's support to access one of our one bedroom properties has enabled D to move on from a shared supported living environment and has prevented him mixing with a group of people in the local community who were a potential negative influence on him. Without Orwell's support D could have been further drawn into the criminal justice system; instead he is a young man living in his own flat pursuing his interests and passions and developing a positive network of friends and acquaintances around him.





18

engaged residents accessed training empowering them to share their views and have a say in the services we provide.



534

People received care and support services enabling them to retain their independence.



37

new homes built, of which 13 were for shared ownership. Investing in more affordable homes for local people is one of our priorities.



230

adaptations to tenants' homes at a cost of **£246,000** enabling people to stay in their own homes and reducing reliance on health and social care services.

14

homes let to people who were previously homeless

61

homeless people moved on into permanent accommodation



These achievements help break the cycle of homelessness in our communities and ease the pressure on other local services.

Sadiq's story

TEMPORARY SUPPORTED HOUSING

Sadiq had experienced a long history of drug and alcohol abuse along with mental health problems. Sadiq was referred to Mulberry House to ensure he could be given the chance to rebuild his life.

When he moved to Mulberry House, he made positive moves towards independence; continuing to engage with drug services and getting involved in their peer mentoring scheme. He transformed the Mulberry courtyard making it a haven for nature. He also took recovery courses with Green Light Trust, spending time in the woods, building fires, carving objects and cultivating the forest land; enabling him to challenge anxieties he has surrounding engaging with strangers, in order to build confidence and self-esteem. Sadiq suffered a setback and came to the realisation that he could not get past his issues with drugs without outside help. He worked with staff through this process and was eventually accepted into a rehabilitation centre, where he stayed for five months. He took on so much personal responsibility while there that he was given the position of head garden worker, co-ordinating other residents.

Sadiq's personal transformation is now complete. He still attends Green Light Trust and is seen as a positive role model for others. He is respected for his achievements and as a mentor for those contemplating making a lifestyle change. To end his story, Orwell staff helped Sadiq to bid on a new bungalow with Babergh District Council. When Sadiq first moved into Mulberry House he was unable to arrange any appointments and struggled with self-confidence. As such this is a real success story about a gentleman who had struggled for many years, showing with the right support and environment, it is possible to achieve one's goals. We continue to encourage other residents to engage in the amazing Green Light Trust opportunities.



£967



raised through the Making A Difference fund to provide tenants with essential items when they are most needed.



123

welcome packs provided to new tenants including essential grocery and household items, going the extra mile for our customers.



489

volunteer hours donated, enabling local people in our communities to gain valuable work experience and skills.



48

'at risk' tenancies sustained preventing homelessness and helping us achieve our target of 0 evictions.



employees recruited through the Kickstart scheme, supporting local people to reduce their reliance on the benefits system and get into work.



420,000

hours of personal care delivered to local residents through our team of over 500 local care and support staff.



£2,500

allocated to tenants to purchase essential items for their homes and ease financial pressure.



£23,781

secured for tenants by our tenancy sustainment officers, supporting our customers facing financial hardship.



people with learning disabilities helped to move into their own homes and remain independent.



apprentices offered full-time positions at Orwell helping more local people into employment.

