COMMUNITY INVESTMENT CONFERENCE 2026

HACT

FROM CRISIS TO RESILIENCE: FINDING STARTING POINTS FOR LONG TERM CHANGE

MEETING ROOM 4

Rachel Harrington, **Orbit**

Nicola Cale, **Orbit**

Hayley Dempsey, **FFBS**

Amy Stone, **FFBS**

From crisis to resilience, finding starting points for long term change

Nicola Cale & Emily Brunsdon - Orbit

HACT Community Investment Conference 2026



FFBS - insights from their research into Crisis and Resilience funding



From crisis to resilience: finding starting points for long term change



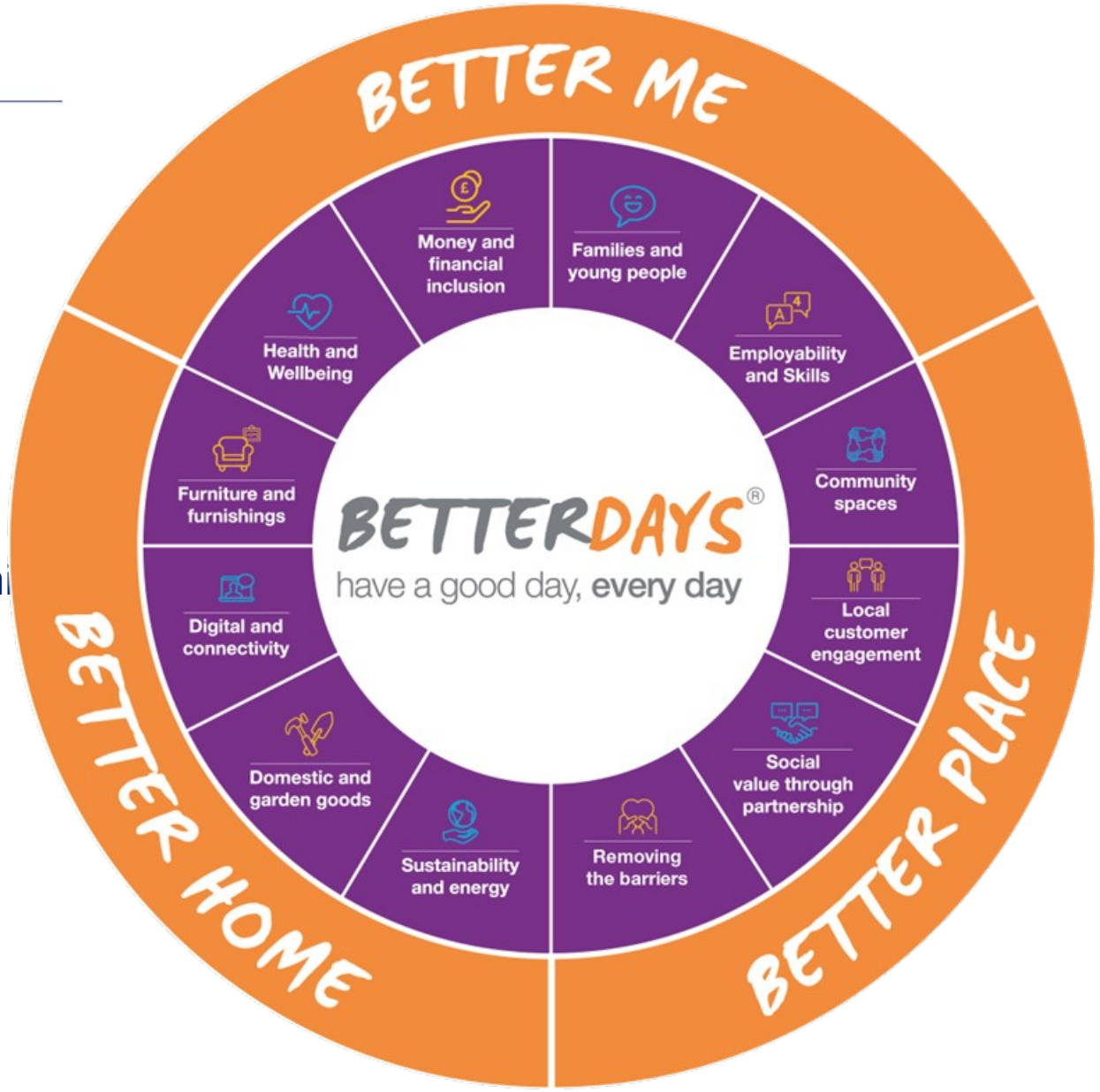
Hayley Dempsey, Business Development Manager

Amy Stone, Account Manager

Family Fund
Business Services

Our Approach - Better Days

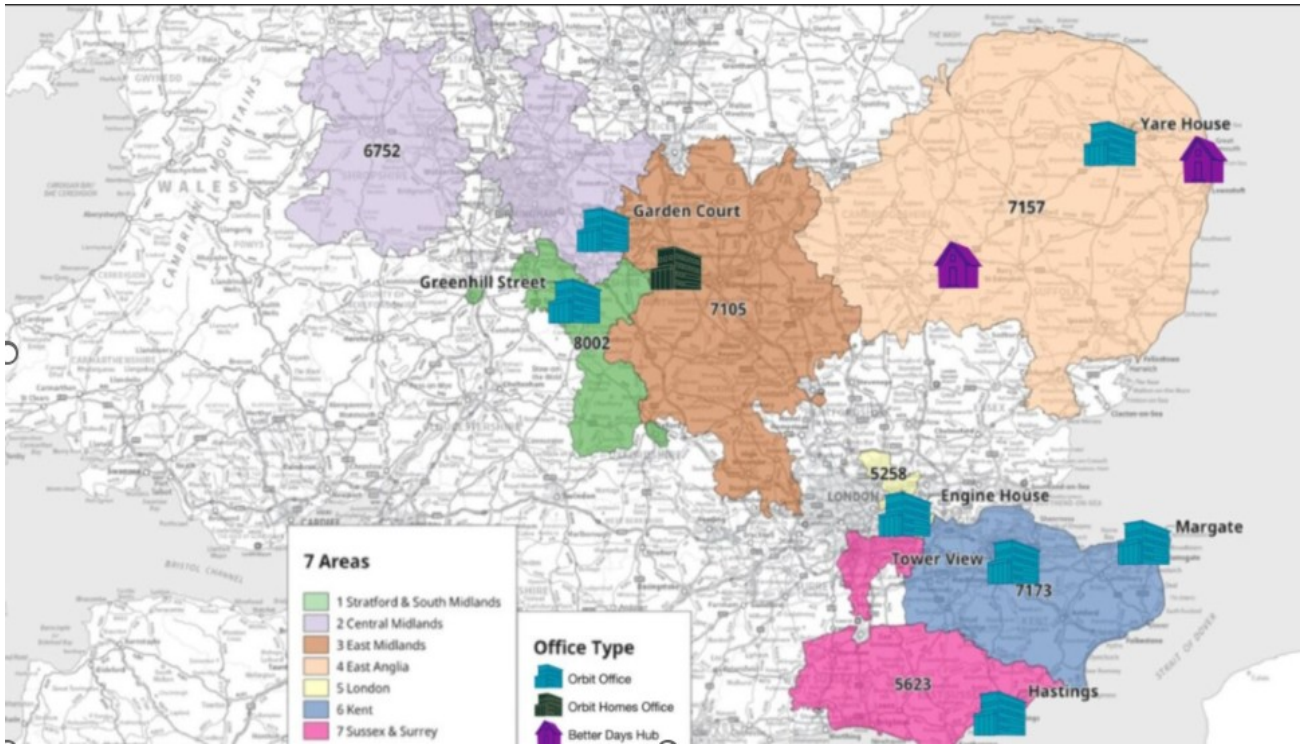
- **Financial Support**– Debt / Utilities /Energy Advice / Benefits (Citizen's Advice Mid Mercia)
- **Support with Wellbeing & Mental Health** (Health Assured)
- **Employment and Skills** – Jobs Clubs and Training
- **Hardship Support** - Digital / Carpets / Furniture/whi goods (FFBS)
- **Food and Fuel Vouchers** (Charis and Family Fund Business Services)
- **Complex Energy Support** – In house team (Sustainability Team**)**
- **Ad Hoc emergency support** – where no other pathway to solution exists.
- **Community Based Help –** Through PIPL's, Community Coaches, Specialist Support Coaches and community hubs



Tenure blind – can support all customers

Our approach - Neighbourhoods Model, Community Hubs & Partnerships





Our approach: Social Value in Action

Addressing Fuel Poverty

Almost half of Orbit customers worry about meeting everyday costs, with 38% going without essentials like heating to save money.

To help tackle this, Orbit runs an annual **Winter Warmth Campaign,** complementing our existing financial support and hardship provision.

By harnessing the Social Value commitments of our contractors, we have been able to provide **Winter Warmth Packs** filled with practical essentials, including blankets, torches, energy-saving devices, to customers struggling in the colder weather.

Social value has not only been used to provide packs, Contractors have also donated winter warmth packs for distribution through our hubs, helping us extend our reach and direct support where it's needed most.

Together we are turning Social Value into practical support that helps customers stay warm and safe through winter.







Our approach: Social Value in Action

Tackling Food Poverty

Turning Local Action into Community Impact.

A customer approached Orbit for help raising awareness of the food cupboard she operated from her home, recognising a local need to help people access food supplies.

During a visit, our team identified that the existing cupboard needed repair and was not weatherproof or pest-proof. Working with the customer, we found a solution by purchasing a suitable shed and partnering with a local contractor to build and install it through their Social Value commitment.

The project has supported over 140 individuals and local families, demonstrating the impact of working together to support local community action.

Community Kitchen-

At Orchard Hub our community hub officer identified a demand for practical food skills among customers who were unable to attend weekday sessions. In response the hub collaborated with partners and hosted a weekend cookery course delivered by **Greenwich Community Development Association (GCDA**) and funded by **Bexley Borough Council.**

The course has helped residents develop the skills and confidence to prepare healthy affordable meals supporting wellbeing, financial resilience and stronger **community engagement.**





Community Investment Customer Support Impact

£3,254,739

Estimated increased household income

£1,642,055

Debt managed

£11.7m*

Social Value via HACT & WEMWBs methodology

10,034

Customers Support Interventions via our Better Days Partners

317

External hub bookings

1,427

Customers engaged by our Place Team across **607 face to face activities**

£5.6m

Cash back to our customers to tackle affordability via our Welfare Benefits and Debt Advice Services, and Grants Provision

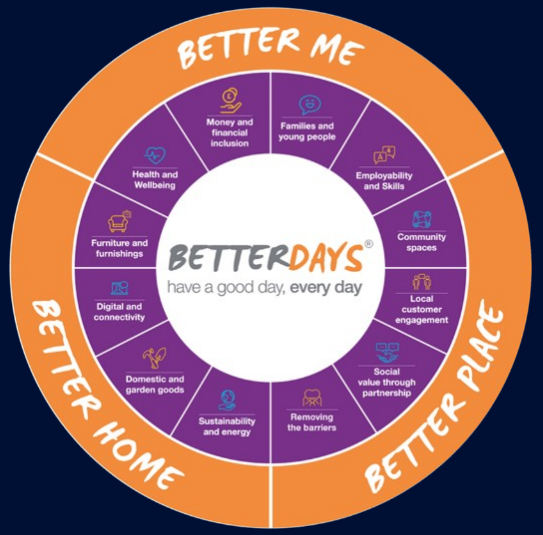
2,826

Customers accessing Better Days's hubs via **526** activities held by hub teams

477

Skills Trainers Customer Support Interventions





"We aim to support our customers to maintain their tenancies and fulfil their potential by helping to remove barriers that might be created by unemployment, debt, poor mental health, or other social and economic issues.

Delivered through our Better Days programme, our customer support interventions include universal services, which are available to every customer and designed to support financial inclusion, mental wellbeing, employment and skills, and digital support."

* Social Value generated via all Community Investment activities including Thriving Communities and Tenancy Sustainment

Breakout session questions to discuss

1. Are there new starting points to consider?
2. Are there opportunities for partnership working to tackle these issues?
3. How can organisations talk about the value of these starting points internally?

Playback from group discussions

THANK YOU

For further information visit:
https://www.orbitcustomerhub.org.uk/help-support/

Or contact:

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