

The logo for Abri, featuring the word "Abri" in a white, sans-serif font. A red curved line is positioned above the "i".

Abri

Creating communities,  
empowering lives

# Inclusion and Belonging report 2024 / 2025



**At Abri, inclusion and belonging are more than just principles, they're part of who we are. Over the past year, we've made meaningful progress in embedding these values across our organisation. From inclusive recruitment and creating safe spaces for colleagues, to community engagement and storytelling that reflects lived experience, we've taken deliberate steps to ensure everyone – our customers and colleagues alike - feel seen, heard and valued.**

We're proud of the strides we've made, especially those shaped by lived experience and collaboration with colleagues, customers and partners. Inclusion is not a destination, but a journey, and while we've built strong foundations, we know there's still work to do. Some actions are ongoing, and some challenges remain, but our commitment is unwavering.

This year's report reflects that commitment. It's grounded in authenticity, listening to real stories and acting on what matters most to our communities. It covers progress against the actions we set out last year, data on our colleague and customer communities, and how we're delivering against our current EDI strategy themes. From improving life chances and inclusive community engagement to creating a diverse, learning organisation, this report shows how we're putting inclusion into practice.

Our new partnership with Octavia, a London-based housing association, marks an exciting new chapter in our journey. This collaboration has created a new London region for the Abri group, bringing with it greater diversity among both our customers and colleagues. We recognise that this shift presents new opportunities and responsibilities, to listen, learn and adapt. As we integrate systems and develop our services, we're committed to ensuring that inclusion and belonging remain central to how we work, locally and across the wider organisation.

We're also pleased to welcome Eddie Lynch our new Independent Chair of the Equality, Diversity and Inclusion Group (EDIG), whose insight and leadership have helped shape this report. With a successful career spanning three decades in senior management and governance, including 20 years as CEO of a third sector organisation, Eddie has also worked at the BBC, established social enterprises and founded charities. He currently holds a number of Non-Executive roles and has recently been appointed to the King's Honours Diversity & Inclusion Committee. Eddie brings a wealth of lived and professional experience to the role. Eddie's focus on real and tangible impact has challenged us to look beyond intention and ask: *what difference are we making?*

To everyone who's contributed, especially those who've shared their experiences and helped shape our approach, thank you. Your voices are helping us build a culture where everyone belongs.



**Gary Orr,**  
Group Chief Executive



*“This year, we've seen a shift - from talking about inclusion to demonstrating it. The report shows how Abri's interventions are making a real impact, and that's what matters most. It's about turning values into action, and action into positive change. I am very proud to be the Independent Chair of the EDIG and look forward to the next twelve months”*

**Eddie Lynch MBE,**  
Independent Chair of Abri's Equality,  
Diversity and Inclusion Group



# Inclusion insights, understanding our people and customers

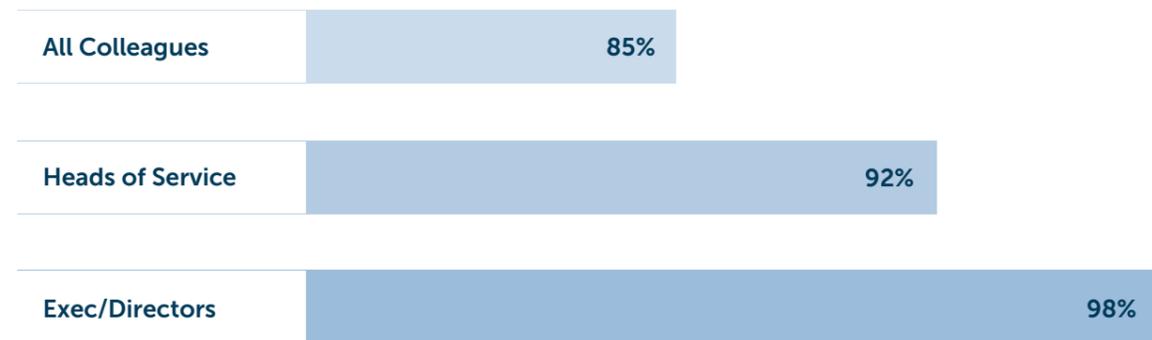
This section shares a snapshot of the diversity within our organisation and the communities we serve. By looking at both colleague and customer data, we gain valuable insights into how inclusive and representative we are today - and where we have opportunities to improve. The data

highlights areas of strength and signals where further focus is needed to ensure everyone feels represented and supported. These insights will help guide our next steps in building a culture of belonging for all.

## Colleague headlines:

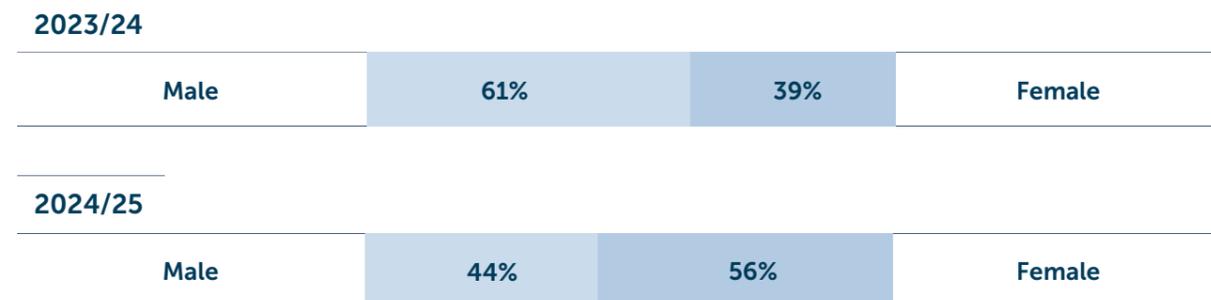
- EDI disclosure rates are higher among heads of services, directors and executive team than the wider colleague base, showing how senior leaders are role modelling good engagement with EDI and showing a willingness to submit this information.

### Average EDI data held



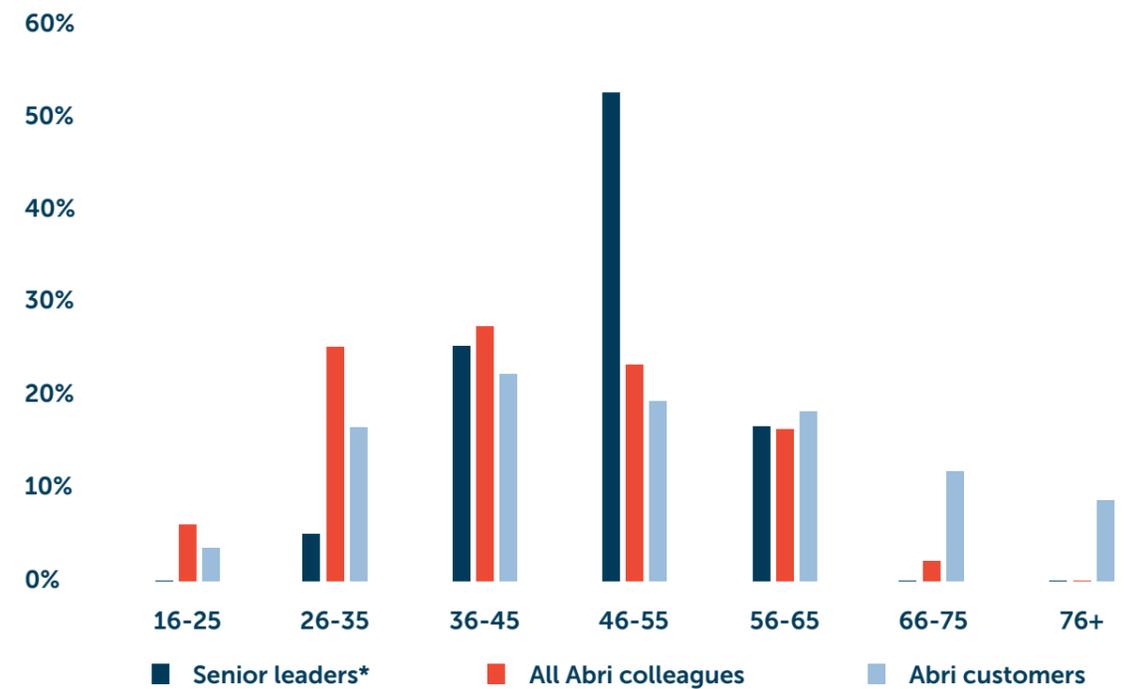
- The gender balance of our executive team and directors is now much more reflective of the wider colleague base and of our customers – last year, executive team and directors were 61% male, now 56% female.

### Gender balance



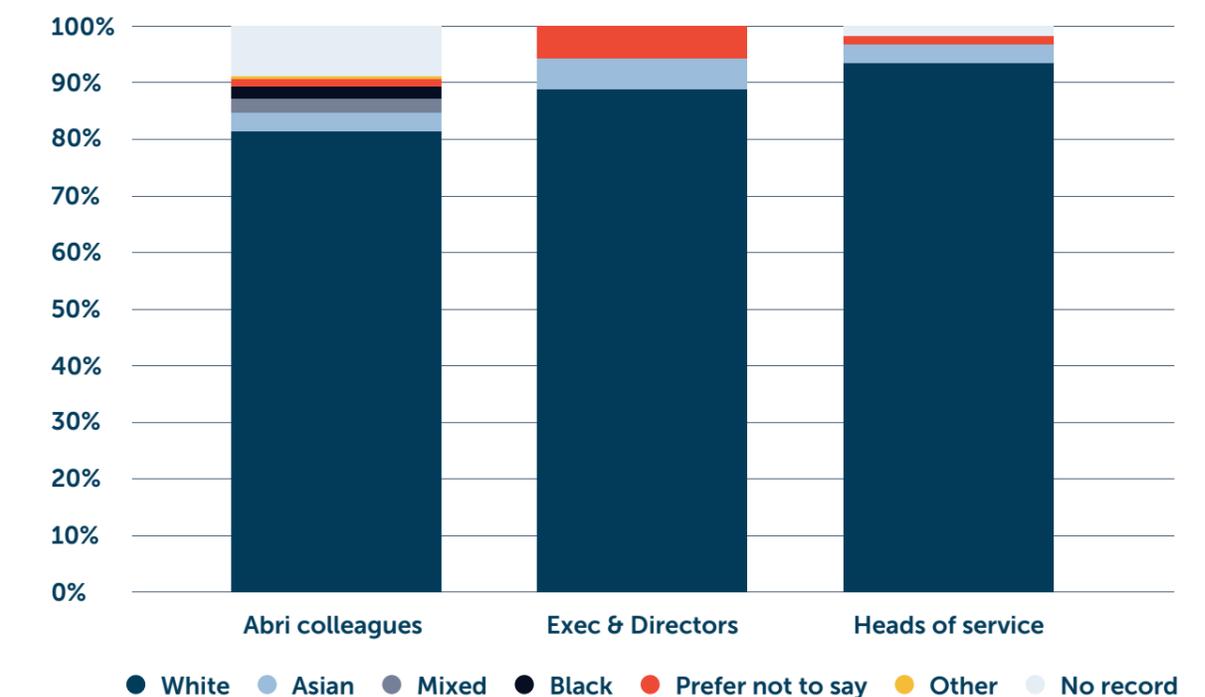
- Senior leaders are notably older compared to our colleague base, but this is actually more in line with the profile of our customers.

### Average EDI data held



- While Asian colleagues are well represented within senior leadership, there were no Black or Mixed Ethnicity colleagues at this level, despite representing a combined 4% (94) colleagues.

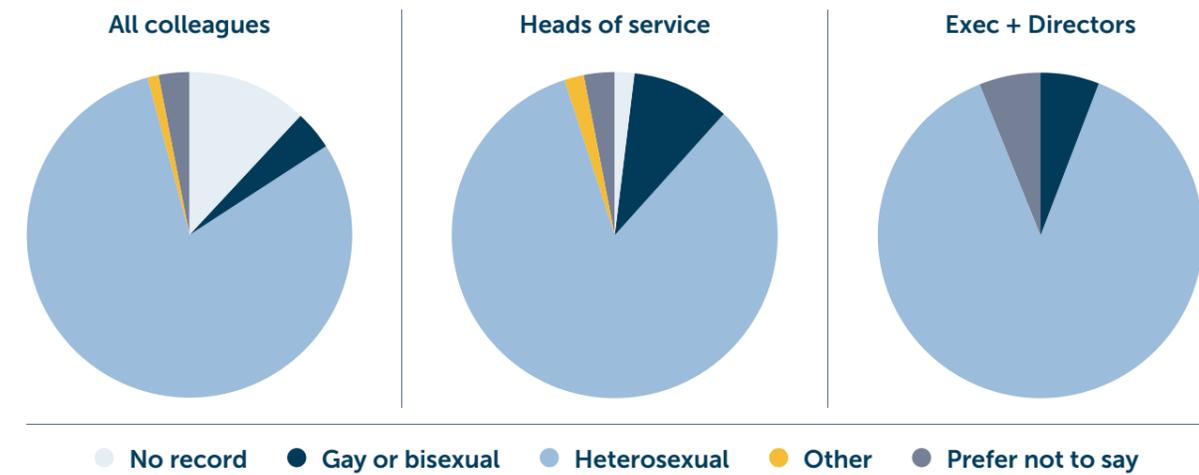
### Ethnicity by colleague



- There is good LGBTQ+ representation in senior leadership, with heads of services, directors and executive team being more likely to identify as gay, bisexual or another sexual orientation compared to all colleagues in general.

**Sexual orientation**

	All colleagues	Heads of service	Exec + Directors
No record	12%	1%	0%
Gay or bisexual	4%	10%	6%
Heterosexual	80%	84%	89%
Other	1%	2%	0%
Prefer not to say	3%	3%	5%



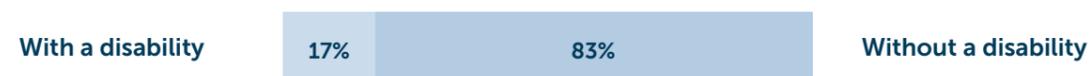
- Just over one in ten colleagues (11%) consider themselves to have a disability or long-term health condition. While those with a disability are well represented by Exec/Directors, of whom 17% have a disability, this representation is less evident among Heads Of, of whom only 7% have a disability.

**Disabilities**

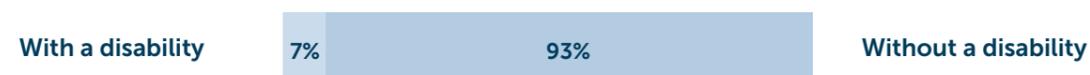
**Colleagues**



**Exec/Directors**



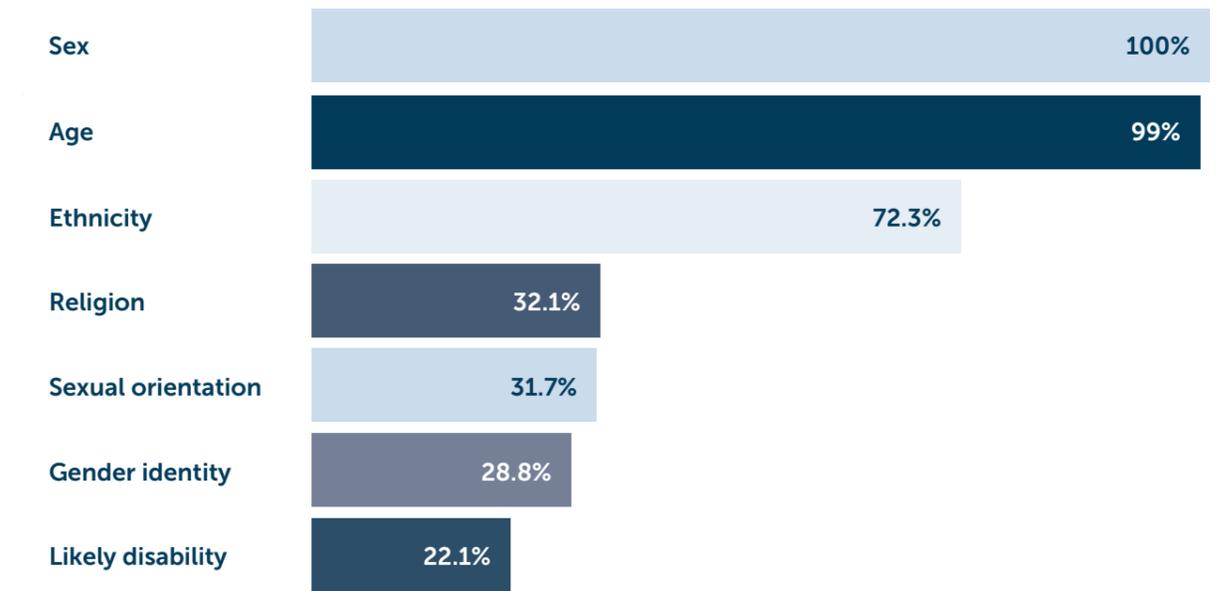
**Heads of service**



**Customer headlines:**

- Our EDI customer data collection for age and gender is near complete, good for ethnicity (c. 72%) but there are significant gaps for disability, sexual orientation, gender identity and religion. We know that this is in part driven by legacy organisations differences in data capture processes.

**Customer data held**



- Abri's customer base is largely female, middle-aged, White British (although with more ethnic diversity in the South East). More customers prefer not to say their sexual orientation than identify as LGBTQ+ when given the opportunity to disclose this, although this finding reflects national level trends.
- Despite the integration of Silva into our South East region over the last year, the demographic profile of our customers has remained largely consistent, with no significant changes in any demographic.
- A process improvement has recently been made in Abri's sales process whereby ethnicity and disability are now being collected for new Shared Owners, recent analysis of this data has shown that this has had a positive impact on EDI data collection rates for Shared Owners.

**Shared Owner data held**





## Progress against last year's actions

Last year, we set out a series of actions to guide us in becoming a more inclusive organisation. Over the past year, we've made meaningful progress across many of these areas and while some actions are still underway, inclusion continues to be part of everyday decision making and service delivery. We've provided updates against these actions below.

### 1. Improve on customer and colleague EDI data.

We've continued work to improve EDI data capture across both customer and colleague groups. For customers, we've strengthened data collection through the sale of new homes, with disability and ethnicity information now being recorded during onboarding. Work is ongoing to improve data capture for rental customers, pending completion of system integration work with Octavia.

For colleagues, we've embedded EDI data collection into various activities. This includes encouraging updates through relevant internal communications and introducing EDI data capture during colleague inductions, which has proven successful. Abri's human resources (HR) team is also working with leaders of our trades colleagues to address data gaps in that area of the business, including using in-person and virtual sessions to demonstrate how to input data.

### 2. Introduce social mobility questions in our recruitment process.

Social mobility questions have now been successfully introduced into our board recruitment process, and we're taking the learning from that to inform the colleague process. We're now consulting with ConneXus, our staff forum, and our EDI Champions group on how best to bring these into our HR platform, Cascade, and the colleague recruitment process. It's sparked interesting discussion, and we're keen to make sure that the communication around these questions is really clear, so that colleagues (existing and new) understand why we're asking and what we'll do with the information.

### 3. Attract, retain, and progress neuro diverse colleagues, undertaking some of the actions to meet the recommendations from The Buckland Review of Autism Employment.

We've taken meaningful steps to support neurodiverse colleagues and improve workplace accessibility, while continuing to build on the recommendations from The Buckland Review of Autism Employment. There's still work to do but we've made good progress in several key areas.

Our newly formed Disability and Chronic Illness Colleague Group has begun sharing insights through the National Housing Federation (NHF) EDI Professionals Network, reinforcing our commitment to sector-wide learning and collaboration. Neurodiversity guidance, aligned with the Chartered Institute of Personnel and Development's 2018 framework, is now embedded in our Inclusive Recruitment training and available on our colleague intranet, with further learning encouraged through our online learning platform.

We've launched a major project to review the accessibility of all mandatory training, focusing on how neurodiverse colleagues learn and engage with content. Practical adjustments have also been made in the workplace, including the provision of welfare rooms for quiet time and noise-cancelling headphones Attention Deficit Hyperactivity Disorder (ADHD).

Through our wider inclusion work, we've recognised the importance of involving colleagues with lived experience of neurodiversity in shaping solutions and driving meaningful change, so we continue to seek their engagement on these matters.

These steps reflect our ongoing commitment to creating a workplace where neurodiverse colleagues can thrive. While there is more to do, we're building strong foundations for sustainable progress.

#### 4. Ensure that action arising from the consumer standards are reflected in our EDI action plan.

We've continued to embed EDI considerations into our service delivery in response to the Regulator of Social Housing's Consumer Standards. Equality Impact Assessments are carried out on all policies, proposals, criteria, and practices to make sure they are inclusive and responsive to the needs of protected groups.

A good practice introduced has been the use of storyboards to support neurodiverse customers in understanding works in their homes, helping to set expectations, reduce anxiety, and introduce the tradespeople involved.

We've also developed and piloted vulnerabilities training for customer-facing colleagues, with plans to roll this out more widely. In addition, we've held sessions with trades teams to improve understanding of neurodiversity and support better customer interactions.

Improving our EDI customer data remains a key focus. We've also recognised the overrepresentation of ageing customers and are evolving how we capture and respond to vulnerability data. A dedicated project is underway to refine how this information is flagged in our systems and used to inform service delivery.

#### 5. Use storytelling to promote respect and appreciation for diversity and inclusion.

Over the past year, we've continued to build on our commitment to storytelling as a powerful tool for fostering inclusion and belonging. Our online Human Library has grown, with more colleagues sharing personal stories that reflect diverse backgrounds, experiences, and perspectives. These stories have been actively shared across the business, helping to spark meaningful conversations and deepen understanding.

In addition, we've developed and launched a calendar of religious and cultural holidays. This calendar is regularly marked and celebrated within the business, and we invite colleagues to share their own traditions and stories connected to these observances. This initiative has helped create space for reflection, learning, and appreciation of the rich diversity within our workforce.

#### 6. Launch a talent and succession module on our learning and education platform to colleagues. Using data, we will be able to spot talent and use this to develop leaders across Abri.

Our Organisational Development team has successfully piloted two groups using talent and succession functionality on our learning and education platform. This has been supported with guidance which includes information on how to hold development conversations with their teams following the exercise. Feedback from the pilot is currently being collated, and once reviewed, we'll move forward with the next phase of the project rollout.

#### 7. Create safe spaces with the support of our colleague forum.

We've made meaningful progress in creating safe and supportive spaces for colleagues to connect and share lived experiences. As mentioned above, we introduced a new Disability and Chronic Illness Group, which has already made a valuable contribution by helping to review our Workplace Reasonable Adjustments Policy, ensuring it better reflects the needs of colleagues with long-term health conditions.

We're also in the early stages of supporting the creation of an LGBTQ+ Forum, which will provide a dedicated space for colleagues to connect, share, and advocate for inclusion. These forums are key to fostering a culture of belonging, and we'll continue to work closely with our colleague networks to ensure they have the support they need to thrive.



## Creating a diverse, learning organisation

At Abri, we believe that diversity strengthens us. By fostering a culture of continuous learning and openness to different perspectives, we're building an organisation where everyone can thrive, grow, and contribute meaningfully, regardless of background or experience.

This year, our commitment to inclusion and learning has been brought to life through the voices and journeys of our colleagues. From apprenticeships and coaching to cultural celebration and allyship, we've seen how learning and diversity go hand in hand.

### Learning through lived experience

We're committed to shining a spotlight on the lived experiences of our colleagues to help us all learn and grow. For International Women's Day, Assistant Land Managers Hannah and Flik shared their journeys into development - a field often seen as male-dominated. Their stories highlighted the importance of representation, mentorship, and challenging assumptions about who belongs in housing.



**Flik shared:**

*“ One of the things that really drew me to Abri was the fact that the South West Land and Planning team is all female. It's easy in the development world to find yourself as the only woman in the room, so it was refreshing to see a team that bucks the trend. The sector has come a long way, and many housing associations are doing great work to improve gender equality in development teams. Women bring really important insights into how homes and community spaces are designed and used, so it's vital that we have a seat at the table. That's a big part of what drew me to this field—knowing that development isn't just about building houses, but about shaping communities, and that diverse voices can make a real difference in creating places that work for all. ”*



As part of our Black History Month celebrations, we shared a powerful reflection from Harvey Cannon, one of our Multi-Skilled Trades. Harvey spoke about his personal journey of connecting with Zulu culture through music, and how a song by South African band Juluka inspired him to begin learning the Zulu language. His story was a reminder of how cultural appreciation and curiosity can spark lifelong learning and deepen our understanding of identity, history, and activism.

### Building skills and confidence through apprenticeships

Our apprentices continue to show how learning transforms careers and confidence. From Emily Harrison, who reflected on her growth a year into her Business Administrator apprenticeship, to Scarlett Powell, whose plumbing apprenticeship helped her build practical skills and self-belief, these stories show how hands on learning opens doors.

**Scarlett said:**

*I've found my knowledge and confidence have really grown, since starting my apprenticeship with Abri. I've learnt a lot, and it's been a huge opportunity to grow my knowledge and confidence whilst getting my hands on the job.*

*Looking back to when I worked in retail, I felt like I wasn't meeting my potential – and with my apprenticeship I now feel like I have a better future to look forward to with a career that will hopefully last.*

*We also heard from colleagues like Aaron Knight and Leia Diver, who are using apprenticeships to deepen their leadership and coaching skills. Their journeys reflect how learning isn't just for early careers - it's a lifelong opportunity to grow, adapt, and lead.*

**Aaron said:**

*Whilst doing an apprenticeship alongside working my existing job can be challenging to manage and balance, it's been really rewarding and has helped me focus on my own development and making sure that I develop my knowledge and skills.*

**Leia said:**

*I recommend apprenticeships at every chance I get! I think it's really important to get accredited in your field if you can and the benefit they can bring to your continuous learning is huge. Doing my apprenticeship has made me a better colleague, a better leader and it's given me more fulfilment in my role.*

### Coaching as a catalyst for growth

Our internal coaching programme has flourished, with colleagues across the business stepping into coaching roles to support others. From Organisational Development to Community Safety, Housing, and Finance, our coaches bring a wealth of experience and empathy to help others unlock their potential.

Whether it's helping someone navigate a career change, build confidence, or tackle a challenge, coaching is becoming a cornerstone of our learning culture. As Nikkie Pullen, Head of Organisational Development, puts it:



*“ Coaching should be accessible to help everyone be the best they can be, to reach their potential, and find their place in the world. ”*

## Inclusion through allyship and action

During Pride Month, we reaffirmed our commitment to LGBTQ+ inclusion, especially for trans and non-binary colleagues. With support from our EDI Champions group, we shared practical ways to be an ally - from using correct pronouns and adding them to email signatures, to speaking up against inappropriate behaviour. These resources were designed to help colleagues feel confident in their allyship and to foster a culture of respect and visibility.

We also provided learning materials through our learning platform, social media, books, and podcasts to help deepen understanding. And earlier in the year, we shared a message with colleagues following the UK Supreme Court ruling on the legal definition of "sex," reaffirming our unwavering commitment to treating everyone with dignity, respect, and fairness.

This wasn't just a moment, it was a continuation of our year round commitment to creating a workplace where everyone feels seen, respected, and safe.



## Improved life chances for all

We're committed to helping people access opportunities that support their wellbeing, development, and independence. Through inclusive services and support, we aim to remove barriers and create fairer outcomes for everyone in our communities.

### Supporting our customers into employment

Not everyone is born with the same opportunities. But we try to help level the playing field. We believe it doesn't matter where you're from, it's about where you're going, and we've got a whole team to help people get there.

Our Employment Services are there to help our customers into employment or secure a better job, give them the confidence and skills to find a job, explore opportunities or take that next step on the career ladder – and this year alone they supported 234 people into employment.

### Inspiring Lalnunpuii's career change

Lalnunpuii, a recently disabled single mother, had been weighing up her career options when she reached out to our Employment Services team. She tells us about her experience.

*"I'm a single mother who has been disabled for over a year and a half now. I was made redundant soon after I became disabled and had been debating whether to go back to my career or start a new one. My main challenge was my physical disability, for more than half a year I couldn't walk at all, then I started walking with the help of a cane but I'm still unable to sit for long. On top of this, I have two other chronic conditions.*

*"I've been an Abri customer since 2018, but I'd not required help from Abri until I became unemployed. The manager of my local community centre put me in contact with an Abri colleague who in turn put me in contact with Vicky, an Abri Employment Coach, about getting help from their services.*

*"Vicky helped me with writing my CV, and together we looked at my career options and a possible change due to the impact on my health and disability. She was so helpful in assisting me with searching and applying for roles that might be of interest to me. And when I had interviews, she put time aside to go through the possible questions and responses, also helping me analyse any offers I received.*

*"This was a big help as I needed someone in my corner so that I could still fulfil my role as the mother and sole provider of my two young boys while looking for a job/career that wouldn't further aggravate my back injury.*

*"I appreciate the help and insight Vicky provided me around the career options I was considering. As coincidence would have it, Vicky had worked one of the roles I was interested in. So, she was able to help me prepare for the interviews and weigh up the pros and cons.*

*"Without her advice, I would've been a lot more desperate to accept job offers that were both financially unviable and time consuming. After looking at all my options, our talks motivated me to go down the route of starting my own business. I'm currently looking at online training courses alongside my market research and looking for a space to rent.*

*"The thought of starting out on my own is frankly scary and daunting yet exciting at the same time. The uncertainty of when I'll break even or pick up clients and establish my practice makes me nervous. But, on the other hand knowing that the risks I take could lead to a good income and work-life balance while leaving me available emotionally, mentally and physically for my children spurs me on with excitement.*

*"Vicky was very approachable and accessible. No question was too silly, and our talks have given me confidence in my qualifications and experiences. Overall, Abri's Employment Services have been brilliant and helpful."*

## Tenancy Support Services in action

Our Tenancy Support Services team works closely with customers who may be facing challenges in managing their tenancy. Whether it's financial hardship, health issues, or other personal circumstances, our officers provide tailored support to help people stay in their homes and move forward with confidence. The following case studies highlight the real impact of this work, and how it's helping to improve life chances across our communities.

### Helping a customer regain stability

After his Housing Benefit was unexpectedly stopped, one of our customers, Paul, visited our Longwood Park Hub in distress. He was facing rent arrears, bailiff action over a £3,400 energy debt, and financial pressure from supporting his sister - who had recently moved in after experiencing homelessness.

Tenancy Sustainment Officer, Manjit, and Welfare Benefits Officer, Vicki, worked together to provide urgent, practical support. They helped reinstate Paul's Housing Benefit, reduced his Sky bill, secured £2,000 from the Scottish Power Hardship Fund, and accessed supermarket and utility vouchers through the local Household Support Fund. They also supported with water bill reductions, community pantry access, and housing advice for his sister.

Thanks to this joined up approach, Paul is now in a more stable financial position and better equipped to manage his tenancy.

## Independent Living: supporting dignity, safety and belonging

Our Independent Living schemes offer more than just housing, they provide a safe, supportive environment where older customers can maintain independence while feeling connected and cared for. With tailored support, emergency response systems, and access to additional services, these homes are designed to meet individual needs and promote wellbeing.

The following story shows how our teams work together to ensure every customer feels secure, respected, and included - helping them not only settle into their home, but thrive within it.

## Creating space to belong

After 18 months of homelessness, Jim was offered a flat in one of Abri's Independent Living schemes in Windsor. While the offer marked a turning point, moving in without furniture or essentials, and with limited income, presented real challenges.

The team quickly coordinated support from local charities and our Welfare Benefits team, helping Jim access kitchen items, bedding, a bed, and

an armchair. They also supported him in setting up utilities and referred him to our Employment Support team to explore job opportunities.

Jim shared that he would have struggled to get this far alone. This case shows how inclusive, person centred support can help someone not only find a home, but begin to rebuild a life with dignity, stability, and a sense of belonging.

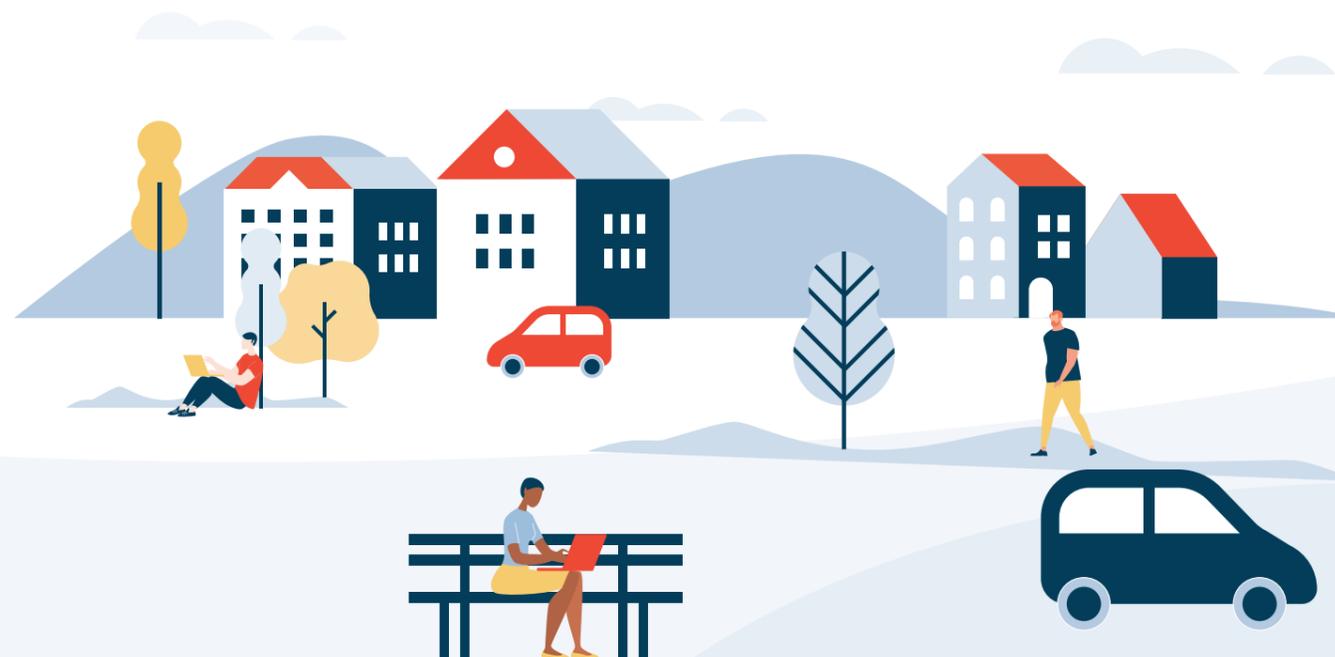
## Inclusive communications in Partnership Living

Our Partnership Living service works with care and support providers to offer housing and tailored support to customers with a wide range of needs - including learning disabilities, physical and mental health conditions, experiences of homelessness, and domestic abuse. The service is open to people of all ages and is designed to promote independence, dignity, and inclusion.

To ensure our communications are accessible to customers with learning disabilities, we provide 'easy read' versions of key documents like tenancy agreements, newsletters and letters. These use clear language supported by pictures or photos to help make important information easier to understand.

Our Partnership Living colleagues visited customers to hear directly from them about how these communications were working. Their feedback was invaluable, highlighting what was helpful and where we could improve. As a result, we've introduced a new grid format to our easy read tenancy agreement, to make the document even more straight-forward to follow.

This work reflects our commitment to co-designing services with customers and making sure everyone has the tools they need to feel informed, confident and included.



## Inclusive community engagement

Listening, learning, and working together with our communities is central to how we operate. We're focused on making sure everyone feels heard and valued, and that our engagement reflects the diversity and needs of the people we serve.

### From pantry to purpose, creating a sense of belonging at the Byron Centre

The Byron Centre is a community space in Longwood Park, Langley. It has a room for hire as well as space for a community pantry. The centre re-opened in 2024 after a period of refurbishment, funded by Travis Perkins (our building materials supplier) as part of their social value procurement funding.

Engagement with local people found that 61% rated their community positively, citing a strong sense of belonging. However, only 30% believed they had an impact on local decision-making.

In order to address this, Edmond, one of our Community Development Officers, sought volunteers to join him in running the community pantry at the Byron Centre, offering training and support in the process. The long-term goal would be for these volunteers to hopefully run this service themselves. Six local residents have signed up to date and are assisting weekly in receiving the FareShare order, greeting customers and running the community pantry.

We asked Jo to provide feedback on how being a volunteer has brought about a feeling of inclusion and belonging.

#### Jo's story

After spending six months in hospital recovering from cancer, Jo returned home with mobility limitations that prevent her from walking long distances, standing for extended periods, or lifting heavy items. The volunteer project has been her only way to reconnect with the community, and the team adapted her role so she could contribute meaningfully without physical strain.



*"I look forward to it every week," Jo shared. "It gets me out of my flat – so it's social – but I'm also involved. I feel like I'm actually contributing something, which to me is important."*

*"The role is tailored to me... I've got my own role within the project. Everyone understands where I need support and they try to accommodate me, that's really helpful too."*

*The community pantry has become more than just a place to access affordable food. Through tasks such as welcoming residents and supporting pantry activities, Jo has found a space of connection, purpose, and pride.*

*"It breaks up my week," Jo added. "On a Tuesday, I know Wednesday is delivery day – it's something to look forward to. And we have a bit of banter as well. I enjoy it."*

*Volunteering has also helped Jo combat isolation, build friendships, and restore her confidence:*

*"I've made friends – Kelly, Danielle, Jenni – we've become friends. And you (Edmond) have become a friend. To me, that's really important. It's not just a project. It's more than a project."*

*She now feels recognised within her community, as neighbours often stop her to ask about the pantry. Jo shared, "People say to me, 'What time's the pantry today?' or 'What have you got in the pantry?' So it's given me my purpose within the community, which to me is important, because I feel that I've got a role."*

Other volunteers at the community pantry have shared how the experience has helped them feel more connected - both to each other and to their neighbourhoods. Being recognised by local residents and working as a team has fostered a strong sense of belonging, purpose, and mutual support. For many, volunteering has reduced isolation, built friendships, and created opportunities to grow skills while giving back to their community.

## Shaping our approach to anti-social behaviour with the help of our customers

Inclusive community engagement means listening, learning and acting on what matters most to our customers. As part of this, we've been reviewing our approach to anti-social behaviour (ASB) to ensure it reflects the experiences and needs of the people we serve. By involving customers directly, we're shaping services that promote safety, respect and a sense of belonging.

We recently reached out to just under 35,000 customers to ask for feedback on our approach to ASB. With 3,581 responses, just over 10% gave us feedback, helping us to shape our new anti-social behaviour policy and procedure. Here's what they told us, and what we're doing about it...

### Reporting ASB

#### What customers told us:

Nearly a fifth (18%) of respondents indicated that they had made a report of ASB to us in the last 12 months. However, when checking our data we found only 4% had made a formal report. This suggests that there is confusion between what customers perceive to be making a report to us, versus the formal process for doing so.

#### What we're doing:

We'll be making our website clearer so that customers have a better understanding of what we class as ASB and what our Community Safety team can help with. There are some reports that we now class as 'housing management issues or environmental nuisance' that will be investigated by colleagues in Housing, Independent Living, Home Ownership and Partnership Living. We'll make this clear when customers contact us and we'll be providing additional guidance to our Customer Service team to improve call quality, advice and signposting.

### Regular communication

#### What customers told us:

Customers said they'd prefer us to communicate with them on a weekly basis if they have an ASB case with us.

#### What we're doing:

Going forwards we'll let customers decide whether they'd prefer weekly or fortnightly contact from us and we'll use the customer's preferred method of communication (like phone call or email).

### Response rates

#### What customers told us:

They want quicker response rates when making an initial report of ASB.

#### What we're doing:

We've classified areas of ASB into two categories and will respond to category one reports within two working days and three working days for category two reports. Housing management issues and environmental nuisance will be responded to within five working days. By setting clear response times, we're working to ensure all customers, regardless of background or communication needs, receive a fair and timely service, helping to build trust and improve accessibility.

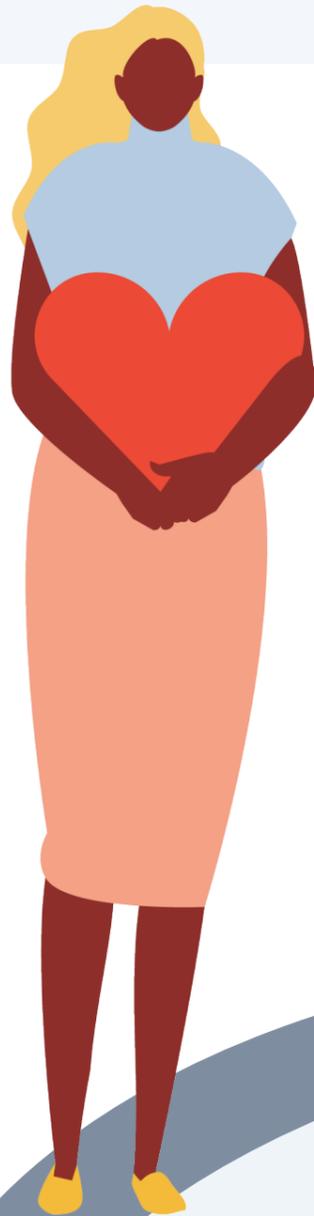
## Noise nuisance

### What customers told us:

They felt that if there was noise more than three times a week, we should open an ASB case.

### What we're doing:

We'll continue with our noise triage process and if there are three reports of anti-social noise over a rolling seven-day period, we'll carry out an investigation. We'll feedback to customers if the threshold hasn't been met or if the reports are more of a 'noise transference' issue which will be investigated by colleagues in Housing, Independent Living, Partnership Living or Home Ownership.



## Taking action

### What customers told us:

Some customers shared with us that they felt we needed to take more action when they experience ASB.

### What we're doing:

We've developed an ASB leaflet that explains our tools and powers - this is available on our website and is also shared with all new customers. We've introduced case audits as part of ongoing line management supervision to ensure that cases are being handled correctly and in a timely manner, using the relevant and proportionate tools available to us.

We're really grateful to those that responded to our survey – customer feedback is so important to us and has helped shape our new anti-social behaviour policy and procedure.



## Local leadership, local voices. Building belonging through our regional model

Inclusion and belonging are shaped by the everyday experiences people have in their communities. That's why our regional housing model is designed to bring leadership closer to the people we serve, embedding inclusion into the heart of local decision-making.

Abri operates across four regions, each led by a Regional Managing Director (RMD) and supported by regional teams. These teams work directly with customers and colleagues to understand local needs, build relationships, and deliver services that reflect the diversity of our communities. Whether it's supporting tenancy sustainment, responding to anti-social behaviour, or creating safe spaces for connection, our regional teams play a vital role in making inclusion real and responsive.

A key part of this model is our regional customer panels, which give customers a direct voice in shaping services. Chaired by the RMDs, these panels bring together people from across each region to share feedback, raise issues, and explore new ideas. They reflect the diversity of our communities and help ensure that lived experience informs how we work.

Together, our regional structure and customer panels help us stay grounded in what matters most - making sure our services are not only inclusive, but shaped by the people who use them.

# Zero tolerance of discrimination, abuse, anti-social behaviour and hate crime

Everyone deserves to feel safe and respected. We take a firm stance against discrimination, abuse, anti-social behaviour (ASB) and hate crime, and we're committed to creating environments, both within our organisation and across our communities, where dignity and fairness are non-negotiable.

## Tackling hate crime through partnership

Creating safe and inclusive communities means standing firmly against hate and harm. When incidents occur, we act swiftly and work closely with partners to protect those affected and hold perpetrators accountable.

A recent neighbour dispute escalated in one of our south east communities, resulting in one resident repeatedly using racist language towards their neighbour. The abuse was captured on video and reported as a hate crime.

In response, our Community Safety team worked in partnership with Hart District Council and the Police to take immediate action. A Notice of Seeking Possession was issued to the perpetrating household, and arrests were made. We've continued to hold regular multi-agency meetings to monitor the situation and ensure coordinated support.

We're now pursuing a possession order due to criminal charges, and have made a victim support referral and implemented additional property security measures to safeguard the affected customer.

This case demonstrates our firm stance against hate crime and the importance of working together to protect victims, uphold justice, and foster communities where everyone feels safe and respected.

## Supporting White Ribbon Day

White Ribbon Day is an international campaign working to end male violence against women by engaging men and boys in challenging harmful behaviours and attitudes. It's something Abri proudly supports as part of our commitment to creating safer, more inclusive communities.

This year, we caught up with Karolyn Barta, our Group Community Safety Manager, to talk about the work we're doing to help end abuse.

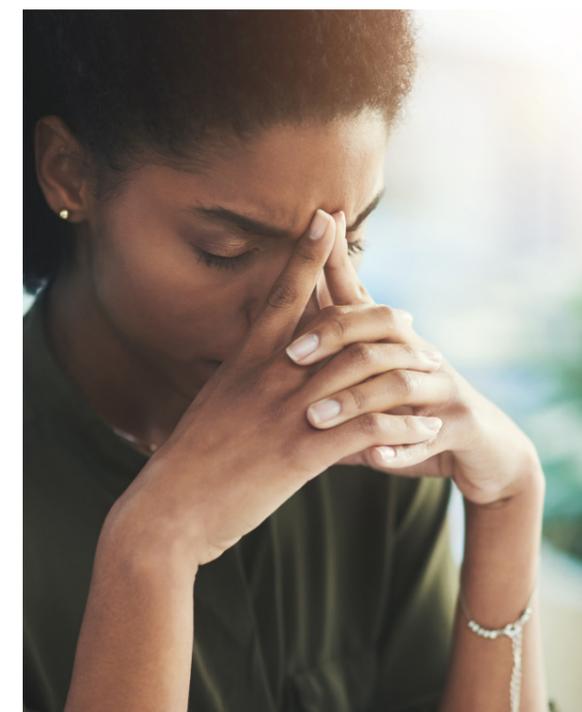
## Abri's work to challenge and end abuse

Our colleagues in community safety carry out campaigns throughout the year to continue to raise awareness of what is often a hidden crime. Our ultimate goal is always to increase reporting of domestic abuse and for our customers to have confidence in our services, whether this is by helping people to recognise abuse or simply by being that initial person to talk to. We also encourage perpetrators to seek help and self-refer to us so that we can signpost to relevant support agencies.

Colleagues can report an incident or concerns through See Something Say Something, our internal reporting tool for safeguarding and disrepair issues. These reports will be triaged to our team, and we can then decide on how best to proceed with the referral which may include contacting the victim (if it is safe to do so) or referring to our partner organisations which may include other support agencies, the police or social services.

The most serious incidents are always reported to the police. We also attend various training sessions to ensure that our knowledge is relevant and up to date. We have recently given in-house training to a number of colleagues in independent living which has provided the opportunity to have some great conversations, improved knowledge and further awareness.

It's also really important that we continue to attend partnership meetings to help raise our profile and to encourage reporting by other agencies as well.



## The results of our work

We are heartened by the fact that we have seen a rise in the number of incidents being reported and therefore giving us the opportunity to help more victims and their families. This is itself testament to the work that we are doing. Changes in attitudes are helping more people to recognise the signs of abuse and have given victims and survivors the confidence to report it knowing that they will be believed and not dismissed.

There is still a lot of work to be done. Statistics tell us that one in four women will experience domestic abuse in their lifetime and two women a week are murdered by their current or former partner. One in six men will also experience domestic abuse in their lifetime. It is for these reasons that we will continue to be proactive with our commitment to tackle domestic abuse in our communities.

## What's next?

This report has shown how inclusion and belonging are being embedded across the organisation, from recruitment and leadership to service delivery and community engagement. We've seen how lived experience is shaping our approach, how data is helping us understand where we are and where we need to go, and how colleagues and customers are working together to build a culture where everyone feels seen, heard and valued.

We've made meaningful progress, but we know inclusion is not a destination, it's a continuous journey. The next 12 months will be about building on what we've learned, strengthening what works, and focusing our efforts where they can make the greatest impact.

### Our priorities will include:

- Connecting more deeply with our communities, so we can better understand and respond to the inequalities and discrimination people face, that can and should be tackled.
- Improving our understanding of how protected characteristics relate to experiences of homelessness, so we can design fairer, more responsive services.
- Creating more inclusive environments for disabled colleagues and customers, by removing barriers and making sure our services and workplaces are accessible, supportive and empowering.

These priorities will guide our work across the organisation, from how we collect and use data, to how we shape policies, deliver services and support our people. The detail will be developed in partnership with our Equality, Diversity and Inclusion Group, but the direction is clear: we're committed to making inclusion real, relevant and rooted in everyday experience.

We'd like to sign off by saying thank you to everyone who has contributed to this year's progress - especially those who've shared their stories, challenged us to do better, and helped shape the culture we're building. Together, we'll keep moving forward, creating spaces where everyone belongs.



