



Creating lasting impact

**Environmental, Social
& Governance Report**

2025/26

01

**A Message from
Greg Bacon,
our Chief
Executive**



Every day, thousands of people rely on us for a safe home, opportunities to learn, support through difficult times and the confidence to build brighter futures.

That responsibility extends beyond the services we provide. It shapes how we invest in our homes, support our communities, care for the environment and make decisions that create lasting value. Environmental, Social and Governance (ESG) is not a separate programme; it is embedded in everything we do and mere compliance is not enough for us.

This report brings together the evidence behind that commitment. It demonstrates how we have continued to improve homes, create opportunities through education and employment, strengthen communities and maintain the high standards of governance that our customers, colleagues, partners and regulators expect.

Alongside our achievements, we recognise that creating lasting impact requires continual improvement. Throughout the year we have strengthened the way we measure performance, listen to customer feedback and use insight to shape better services for the future.

I am incredibly proud of what our colleagues, customers and partners have achieved together during 2025/26. Their commitment, expertise and collaboration continue to make a meaningful difference to the lives of thousands of people across the communities we serve.

Thank you to everyone who has contributed to this journey. Together, we will continue creating lasting impact.

A handwritten signature in black ink that reads "Greg".

Chief Executive

Acis Group

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About this report

This report presents Acis Group's Environmental, Social and Governance (ESG) performance for the 2025/26 financial year.

It demonstrates how we create lasting value through responsible environmental stewardship, positive social impact and strong governance, while showing the difference our services make to customers, colleagues and communities.

Our approach is shaped by our three strategic priorities and our commitment to putting people first, as set out in our Corporate Strategy - Getting There Together 2024-2030.

- Quality
- Home
- Support

These priorities guide how we invest, make decisions and measure success. Throughout this report, we combine performance data, customer insight and real-life examples to demonstrate the impact of our work.

This report has been prepared with reference to the Sustainability Reporting Standard (SRS) for Social Housing. Unless otherwise stated, particularly in reference to those entities of Acis Group which are part of the education and skills sector, all information relates to the period 1 April 2025 to 31 March 2026.



Year Plans



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Who Are Acis?

Acis Group is a dynamic charity that helps people and communities thrive through quality affordable homes; education, employability and wellbeing services and affordable student accommodation.

We operate across Lincolnshire, Nottinghamshire, Derbyshire and South Yorkshire, a broad footprint which enables us to support communities across rural, urban and coastal areas.

Our vision is simple: to be there to support people when they need us.

We do this by putting people first. Whether you are a tenant, student, learner, participant, partner or colleague, we are here to create spaces where you can feel at home, get the support you need and experience the quality you deserve.

As well as our core affordable housing services, we also operate:

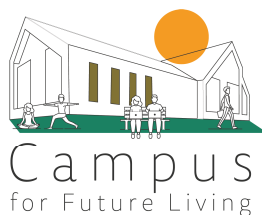


Acis Students provides affordable, purpose-built student accommodation in Nottingham and Sheffield, offering safe, all-inclusive living with wellbeing, employability and support services to help students thrive during their studies.



Abbey Access Training

Abbey Access Training is a Lincoln-based charity that helps unemployed people build confidence, improve wellbeing, gain qualifications and develop employment skills through training, education and community programmes designed to support people into work.



Campus for Future Living brings residents, organisations and partners together in a shared space to connect, learn and

grow. It supports healthier, more active lives and provides space for public, private and voluntary organisations to work collaboratively for the community in Mablethorpe and nationally.



Clip is an Ofsted-rated education provider which supports people of all ages with a wide range of full and part-time learning courses and helps to break down barriers through wellbeing projects and groups. It offers inclusive courses, confidence-building activities and wellbeing support across centres in Market Rasen, Gainsborough and Mablethorpe.



Riverside Training provides training, employment support and wellbeing services that help people of all ages get into or progress in work.



Skills Centre Plus offers alternative provision for 16–24-year-olds with an Education Health Care Plan (EHCP), delivering one-to-one programmes that build independence, confidence and vocational skills.



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Supporting the United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) provide a globally recognised framework for creating a fairer, healthier and more sustainable future.

While housing associations are not responsible for delivering the goals alone, organisations such as ourselves play an important role in contributing towards them through the services we provide and the decisions we make.

We have adopted the Sustainability Reporting Standard (SRS) for Social Housing as a framework for measuring and communicating our ESG performance. The Standard provides a consistent approach to evidencing our environmental, social and governance impact and supports the information we provide to funders and other stakeholders. This report is structured with reference to the SRS, alongside our own strategic priorities of People, Quality, Home and Support.



Our contribution extends beyond providing homes. Through investment in affordable, energy-efficient housing, education and skills, employment support, health and wellbeing services, community development and responsible governance, we help create positive and lasting outcomes for the people and places we serve.

Our strategic priorities of People, Quality, Home and Support are closely aligned with the ambitions of the SDGs. They guide how we invest in our homes, support customers to achieve independence, strengthen local communities, reduce environmental impact and ensure our organisation is governed responsibly and transparently.

The following table highlights the SDG's most closely aligned to our work during the 2025/26 reporting year and demonstrates how our activities contribute to creating lasting environmental, social and economic value.

UN Sustainable Development Goal	How Acis Contributes	Report Reference
SDG 1 No Poverty	Providing affordable homes, financial wellbeing support, employment and skills programmes, and services that help people live independently.	S. Social
SDG 3 Good Health & Wellbeing	Supporting physical and mental wellbeing through community activities, specialist services and healthy homes.	S. Social
SDG 4 Quality Education	Delivering education, skills, employability support and lifelong learning opportunities.	S. Social
SDG 7 Affordable & Clean Energy	Investing in retrofit programmes, improving energy efficiency and helping customers reduce household energy costs.	E. Environment
SDG 8 Decent Work & Economic Growth	Supporting people into employment, developing skills.	S. Social
SDG 10 Reduced Inequalities	Delivering inclusive services, supporting vulnerable customers and creating opportunities for people to achieve greater independence.	S. Social
SDG 11 Sustainable Cities & Communities	Providing safe, affordable homes, investing in communities and using targeted Acis Group investment to leverage more than £3.9 million of external funding for education, training, wellbeing and employment support, alongside developing places such as the Grange Collective, Bowling Green Road and Campus for Future Living	E. Environment / S. Social
SDG 13 Climate Action	Improving the environmental performance and energy efficiency of our homes and investing in more sustainable homes and places.	E. Environment
SDG 16 Peace, Justice & Strong Institutions	Maintaining strong governance, transparency, customer engagement and effective risk management.	G. Governance
SDG 17 Partnerships for the Goals	Strengthening partnerships across housing, health, education and the voluntary and community sectors, including through Campus for Future Living and community-based initiatives, to bring together expertise and resources and create greater social impact	G. Governance / S. Social

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2025/26 at a glance

These figures provide a snapshot of our performance during the 2025/26 reporting year, and the impact explored throughout this report.

E. Environmental

- External funding secured for energy efficiency: **£1.3 million**
Energy-efficiency improvements completed: **305**
- Homes achieving EPC C or above: **68%**
- Estimated reduction in customer fuel bills: **£157,000**

S. Social

- Homes owned and managed: **6,954**
- Overall customer satisfaction: **87.33%**
- Repairs satisfaction: **85%**
- Your Voice customer responses: **700+**
- Young people supported through Flare: **140**
- Jobs Fair attendees: **244**
- Community café visits: **19,582**
- Your Voice responses shaping service standards: **160+**

G. Governance

- Regulatory judgement: G1 / V2
- NHF Chair's Challenge: Completed
- Customer voice embedded in governance: Customer insight reported to Board and reflected in Board reporting

Supplier ESG and sustainability monitoring: Embedded through Key Performance Indicators reporting, contract reviews and procurement activity

E

Environmental

Protecting our environment through better homes

Creating sustainable homes is about more than reducing carbon emissions. It is about providing warmer, healthier and more affordable homes while ensuring our housing remains resilient for the future.

Building sustainable homes

We continued to grow our portfolio of affordable, energy-efficient housing alongside investment in our existing homes.

At Saxon Park in Branston, we added three new homes incorporating air source heat pumps, triple glazing, solar PV panels, EV charging points and cycle storage, providing a mix of affordable rent and shared ownership.

We also completed Regent Place in Louth, delivering 47 new energy-efficient homes for rent and shared ownership and marking our first development using modern methods of construction, with high-quality timber-frame homes.

Our impact

During 2025/26, we developed 187 new homes, continuing to increase the supply of quality housing across our communities. In our existing homes, 143 properties received fully funded cavity wall insulation and a further 8 properties received external wall insulation.

Together, these developments demonstrate how we are embedding sustainability into new housing while increasing access to high-quality, affordable homes and supporting our longer-term ambitions to reduce carbon emissions and create homes that are more efficient and affordable to run.

Creating greener places and communities

Our environmental impact extends beyond our homes. During 2025/26, we continued to encourage greener spaces that support biodiversity, sustainability and community wellbeing. Acis in Bloom celebrated the contribution customers make to their local environment, including the use of sustainable approaches such as water butts alongside planting that creates attractive and valued green spaces.

The Campus Community Garden, supported by £17,782 from the UK Shared Prosperity Fund through East Lindsey District

Council, brought residents, learners, volunteers and partners together to create a sustainable community space.

Nine sessions generated 189 volunteer hours, supporting wellbeing, reducing isolation, developing practical skills and strengthening community ownership.

The garden combines growing food, horticultural learning, wellbeing and environmental sustainability. Produce grown on site is used in the Wayfinder Café, while organic café waste, including coffee grounds and tea bags, is composted and returned to the garden, creating a simple closed-loop approach that reduces waste.

Together, these initiatives demonstrate how environmental action can also create wider social value – bringing people together, developing skills, supporting physical and mental wellbeing and encouraging communities to take an active role in the green spaces around them.

Our Impact

During 2025/26, we continued to invest in improving the energy efficiency of our homes, including the installation of Solar PV systems to 91 properties, air-source heat pumps to 25 homes, cavity wall insulation to 146 properties and additional works to a further 68 homes. During the year, 281 homes improved their energy rating, while our energy-efficiency programme helped deliver an estimated £1.3 million reduction in customer fuel bills.

We also completed the replacement of our entire 60-vehicle fleet as part of our approach to maintaining a modern and efficient operational fleet. We have now introduced electric vehicles to our fleet too. We are continuing to monitor fleet fuel use and emissions to better understand our environmental impact and identify opportunities to transition to lower-emission vehicles in future.

Preparing for Awaab's Law

During 2025/26, we undertook significant work for the introduction of Awaab's Law which requires social housing landlords in England to investigate and fix serious hazards, particularly damp and mould, within legally defined timeframes to help ensure tenants live in safe, healthy homes.

Our approach strengthens the way we identify, manage

and respond to damp and mould in our homes. Our focus has been on ensuring risks are identified earlier, customers are kept informed and cases are responded to within the new legal timescales.

A cross-team working group has been preparing for the changes since January 2025, reviewing our existing approach and identifying the changes needed across our services. This resulted in an updated Damp and Mould Policy, the recruitment of two dedicated roles and upgrades to our repairs system, enabling every damp and mould case to be logged, tracked and monitored against the required response times.

We also introduced a new risk matrix and triage questions to help colleagues assess the potential risk to customers and determine the appropriate response. New monitoring equipment has been trialled in homes, providing live information to both Acis and customers to help understand and manage condensation levels.

Alongside responding to reported cases, we have taken a more proactive approach. Around 250 homes identified as potentially being at greater risk, including properties that can be harder to heat, were visited during our preparations, with proactive measures, and relevant remedial works including the fitting of remote sensors, and relevant remedial works delivered.

The work undertaken during the year has strengthened our systems, resources and approach, helping us respond more quickly to potential hazards and, most importantly, protect the health, safety and wellbeing of our customers.

Enhancing Biodiversity at The Grange Collective

The Grange Collective is our £7m regeneration project in Market Rasen, bringing together supported living accommodation with new facilities for our education, skills and community services. The development reflects our wider approach to creating places that deliver social value while considering their impact on the environment.

As part of the development, we are incorporating biodiversity and rewilding measures into the surrounding grounds. These include native and pollinator-friendly planting, wildflower areas and habitats designed to encourage local wildlife. The outdoor spaces will also provide opportunities for learning, volunteering and community involvement, helping people engage with and understand the natural environment.

The development also provides an opportunity to explore how energy efficiency and more sustainable heating solutions can be incorporated into the buildings and places we create.

Our environmental priorities for 2026/27 are to:

- Improve the energy efficiency of our homes.
- Reduce environmental impact through targeted investment.
- Extend our energy-efficiency programme to help more customers benefit from lower energy costs, building on average annual savings of more than £650 for customers receiving these measures
- Maintain safe, sustainable homes for future generations.

During 2025/26, Acis continued to strengthen its approach to healthy, safe and energy-efficient homes through the introduction of environmental monitoring technology. Aico Gateway and

Environmental Sensors are now monitoring conditions in 91 homes, building on existing fire and carbon monoxide safety systems. The technology provides greater insight into factors such as temperature, humidity and indoor environmental conditions, helping Acis identify potential damp and mould risks earlier and take a more proactive approach to protecting customers and their homes. The data also supports understanding of energy performance, including within homes benefiting from solar PV investment, while strengthening Acis' evidence-led response to evolving regulatory requirements, including Awaab's Law.

Our work contributes to SDG 7 – Affordable and Clean Energy, SDG 11 – Sustainable Cities and Communities, and SDG 13 – Climate Action.

2025/26 Environmental Performance

- External retrofit investment secured: **£1.3 million**
- Energy efficiency improvements completed: **305**
- Homes achieving EPC C or above: **68%**
- Estimated annual fuel bill saving: **£157,000** reduction in customer fuel bills.

By targeting investment where it delivers the greatest benefit, we continue to improve the quality, sustainability and resilience of our housing stock for future generations.

CASE STUDY:

Regent Place – where sustainable homes are building strong futures

When Chloe and Pete moved into their new home at Acis Group's Regent Place development in Louth, it marked the end of years spent feeling trapped in a privately rented flat that no longer met the needs of their growing family.

Living with their two young children in a small first-floor apartment with no outdoor space had become increasingly challenging. Through Acis' shared ownership scheme, however, the couple were able to purchase a share in a three-bedroom home at Regent Place, turning a long-held ambition of homeownership into reality.

Their story highlights how sustainable housing can deliver both environmental and social value. Completed in 2025, Regent Place provides 47 energy-efficient homes designed to support affordability, wellbeing and long-term sustainability. The development is Acis' first scheme built using modern methods of construction, featuring high-quality timber-frame homes that incorporate solar panels, air source heat pumps and electric vehicle charging points as standard.

For Chloe and Pete, the environmental benefits quickly translated into everyday advantages. Lower energy consumption is helping to reduce household bills, while the inclusion of an EV charging point has encouraged the family to consider switching to an electric vehicle in the future.

Just as importantly, the home has transformed family life. Freddie, aged three, now spends hours playing in the garden, while Chloe and Pete enjoy the stability and peace of mind that comes with having a home of their own.

Regent Place demonstrates how investing in low-carbon homes can create thriving communities, reduce environmental impact and help families build brighter, more secure futures.



S

Social

Creating lasting social impact

During 2025/26, we strengthened our social impact by expanding our education, skills and employability offer through the addition of Skills Centre Plus, launching the Campus for Future Living and securing £3.9 million of external income to support our communities.

Every day, our colleagues work alongside customers to improve wellbeing, develop skills, increase confidence and remove barriers to opportunity. Whether through education, employment, health, community support or specialist services, we are committed to creating opportunities and supporting people to achieve positive, lasting outcomes.

Through services including Supporting Foundations, we provided targeted support to people experiencing vulnerability, while partnerships across health, education, voluntary and community sectors helped us extend our reach and create more opportunities for people to develop skills, improve their wellbeing, progress towards employment and live more independently.

Our work contributes to SDG 1 – No Poverty, SDG 3 – Good Health and Wellbeing, SDG 4 – Quality Education, SDG 8 – Decent Work and Economic Growth, SDG 10 – Reduced Inequalities and SDG 11 – Sustainable Cities and Communities.

Your Voice: Putting Customers at the Centre

Your Voice is Acis Group's customer engagement framework, giving customers meaningful opportunities to influence services, shape decisions and help improve the organisation.

During 2025/26, we strengthened the ways customers can scrutinise, influence and help design our services. Through our Your Voice platform, customers shared feedback and ideas on policies, communications, improvement works and the issues that matter most to them.

During the year, Your Voice:

- hosted 11 live projects
- attracted 4,304 visits
- generated 592 customer contributions,

We also introduced local focus groups to provide further opportunities for customers to influence improvements in their communities and across our services.



Creating opportunities through education and skills

Education is one of the most powerful ways to improve lives. Through our education and skills services, we support people of all ages to develop skills, gain qualifications and progress into employment, further learning and greater independence.

In the last year we have continued to grow the services and support we provide for our communities through Clip and Riverside Training, and the introduction of Skills Centre Plus. We are now providing more education, employment and wellbeing support across a wider geography than ever before.

During 2025/26, our programmes supported people to achieve qualifications, progress in learning and develop skills for employment and greater independence.

The addition of Skills Centre Plus strengthened our employability and skills offer, especially for young people with Education, Health and Care Plans

Celebrating Inspiring Futures

One of the highlights of the year was celebrating the achievements of learners, tutors and community champions through our Inspiring Futures Awards, held at the Campus for Future Living in Mablethorpe.

Ten people were recognised for their achievements and the difference they have made, celebrating individual progress alongside the support, partnerships and encouragement that help people overcome barriers and move forward. The awards brought to life the wider impact of our education, skills and community work — building confidence, raising aspirations and recognising the achievements of people within our communities.

CASE STUDY

How Clip helps create brighter futures

As she stepped forward to receive an Inspiring Futures Award for Resilience, the emotion on Zoe Byrne's face said it all.

The moment marked a turning point in a journey shaped by extraordinary challenges, immense courage and a determination to build a better future.

As an Access to Higher Education student at Clip, Zoe overcame significant personal and mental health challenges to reach a place where she could finally look ahead with optimism and confidence. With the academic and pastoral support of the Clip team, she successfully completed her Access course and is now preparing to study biology at university.

That achievement alone is remarkable, but Zoe's story goes far beyond academic success.

The Resilience Award recognised the strength and determination she showed in rebuilding her life after escaping an abusive relationship and overcoming debilitating addictions.

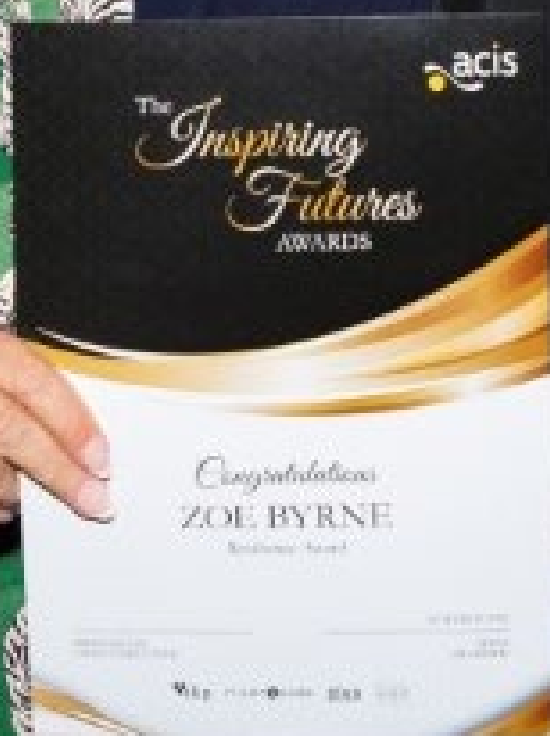
At the time of receiving the award, Zoe had been sober for 38 weeks and described the experience as the beginning of a new chapter.

"Winning the award was a dream come true," she said. "I never anticipated I could do any of what I've done in the last six months, achieving merits and distinctions in my assignments and being surrounded by such brilliant people.

"Life's on the up and I'm really proud of who I am."

Alongside her own achievements, Zoe was recognised for the positive impact she had on those around her. Throughout her course, she consistently supported fellow students, showing exceptional empathy, encouragement and kindness.

Zoe's story is a powerful example of what can be achieved when people are given the right support and opportunities. Regardless of their starting point or the challenges they face, Clip helps learners realise their potential, rebuild confidence and create brighter futures.



Education Performance 2025/26

- Interventions delivered through our support services: **14,589**
- Young people supported on Flare: **140**
- **28%** of learners (39 of 140 learners) live in a tenant community
- Qualification enrolled Post 16: **361**
- Qualifications enrolled Adults: **59**
- GCSE pass rate: **100%**, 45% of which got grade 4+ which is significantly higher than the **17.55%** national average for maths and English combined
- Number of Learners: **812** enrolled on courses across Clip and Riverside
- Job fair attendees: **244**
125 applications submitted
45 interviews
- Community café visits: **19,582**
- Breakfast Club attendees: **551**
- **23%** of Adults who come to us for support through 1-1s, courses and qualifications have progressed into Employment, Education and voluntary work.
- **54%** of our young people have progressed into Employment, Education and voluntary work
- **79%** of people after completing a course/intervention with us say they are prepared for the next steps
- **100%** of our learners who completed their Access to HE courses have progressed onto university
- **957** interventions delivered to Acis tenants
- **454** people benefited from employability support (in addition to the **244** who attended jobs fairs)
- **10,000+** interventions were delivered through our wellbeing services

Alongside our education and skills provision, we support anyone who may be experiencing financial hardship, isolation or other barriers to learning, employment and independence.

Through services including Supporting Foundations, Clip and Riverside, we connect people with practical support and opportunities to build confidence, develop skills and take steps towards further learning or employment.

Our Flare programme, run through Clip, provides alternative, community-based learning for young people who may find mainstream education challenging or need additional support to succeed.

Delivered in smaller groups, the programme combines Maths, English and employability qualifications with support for

social, emotional and mental health needs, helping young people build confidence, develop life and employability skills and progress towards further education or employment.

These outcomes demonstrate our commitment to our customers. We also create opportunities for people to volunteer, connect with their communities and contribute their skills and experience.

Volunteering supports confidence, wellbeing and social connection while enabling customers and community members to play an active role in the places where they live, including some volunteers in our cafe which gives real-life sector experience in a safe setting.

Supporting Health, Wellbeing and Independence

Strong communities are built by supporting people to live healthy, independent and fulfilling lives.

Across our services, we provide opportunities for customers to improve their physical and mental wellbeing, reduce isolation and access practical support that enables them to live independently.

Community cafés provide welcoming, accessible spaces offering low-cost, healthy meals for people who may be experiencing financial hardship, loneliness or isolation.

They can also provide an important first step towards accessing wider support through Clip, Riverside, the Campus for Future Living and our network of community partners.

During 2025/26, the Wayfinder Café at the Campus was established, providing a place to connect, build relationships and access further opportunities. Building on this approach, the Grange Collective in Market Rasen, will include a community café when it opens, extending this model into Market Rasen.

During 2025/26, the Wayfinder Café welcomed 19,582 visitors.



Our impact

During 2025/26, our community programmes and specialist services continued to provide opportunities for thousands of people to connect, learn and thrive.

A major development was the launch of the



Campus for Future Living, marking an important step in our ambition to work more closely with the health sector and explore new ways of supporting healthier, more independent lives.

Delivered from an EPC A-rated building, the Campus brings together health, wellbeing, learning and community activity in a highly energy-efficient environment, demonstrating how investment in places can create both social and environmental value.

Alongside investment in our homes, we continued to strengthen customer experience and ensure the customer voice is embedded within our approach to service improvement and regulatory assurance.

Through Your Voice, customer feedback, local focus groups and our Learning from Feedback process, customers can influence policies, communications and improvement priorities.

Importantly, we are demonstrating how this feedback translates into action through our 'You said, we did' approach, providing customers with visible examples of changes made in response to their views and experiences. These include improvements to neighbourhoods and communal areas, changes made following local feedback, and action taken in response to customers' concerns. Customer insight is also reported to Board through our Hearing the Customer Voice reporting, providing oversight and assurance that customers' experiences are informing our decisions and driving service improvement.

Our Your Voice platform has grown significantly over the last year, generating more than **630** customer contributions and 3,800 visits, with many more new customers registering to take part. The platform enables customers to engage and provide feedback on a range of topics using interactive tools at their own pace and on issues relevant to their own experiences.

This provides customers with opportunities to influence policies and procedures, give feedback on communications and improvement works, and tell us what their priorities are. We have also started localised focus groups. These groups will



meet regularly, providing further opportunities for customers to share their experiences and influence service improvements both locally and across our wider operational area.

Our Learning from Feedback process and review of customer surveys, both perception and transactional based is all used to deliver improvements and better services. We report to Board on these interactions through our Hearing the Customer Voice reports and all our Board reports reference the customer voice evidencing how customers have been involved in the content or recommendations. Building and developing stronger communities and better places is a cross-business function. Consultation with customers has enabled us to identify, specify and prioritise improvement work in many areas.

Communal spaces in Newlands Court and Pillared House have been transformed and improved with help of community hours from our contractors. Painting of communal areas at Market Rasen and Woodthorpe have lifted the areas and we have improved door entry systems in these areas. Work to a large area of land in Motehall Road has made an attractive and usable space and watercourses at Market Rasen have been cleared to prevent potential flooding.

Our work around the Grange Collective in Market Rasen has transformed a large Grade 2 listed building, brought back to life a closed bank and converted a stable block to provide safe homes, inspirational learning and education spaces and a welcoming community cafe.

We have continued our Love Your Street initiatives with customers in Sheffield, Haldane Street and Theaker Avenue. and have been involved in days of action in Sheffield together with local partners and schools.

Measuring Our Social Value

Creating positive social impact is central to our purpose. We use recognised social value methodologies to understand the wider benefits our services create for individuals, communities and society.

During 2025/26, Acis generated more than **£20 million** of measurable social value across housing, education, community services and specialist support.

These figures demonstrate the value created through investment in people, places and partnerships, extending well beyond traditional measures of organisational performance. Supporting people to live safely and independently is an important part of our social purpose.

During 2025/26, we secured external income to deliver support activities within our communities, helping us respond to local challenges including unemployment, low skills, mental health and wellbeing, financial resilience and independent living. A relatively small investment from Acis Group Limited into Acis Communities Limited enables us to leverage significantly greater levels of external funding for the communities we serve.

During 2025/26, this investment helped secure more than **£3.9 million** of external funding to deliver education, training, wellbeing and employment support through services including Clip and Riverside.

This model enables us to bring substantial additional investment into our communities, benefiting Acis tenants and the wider community without increasing the cost to tenants. It demonstrates how targeted Group investment, strong partnerships and external funding can combine to create significantly greater social value than we could achieve through our investment alone.

We also provide targeted support for customers experiencing vulnerability, helping people to remain safe, independent and able to sustain their homes.

Supporting Foundations

Through Supporting Foundations, 121 vulnerable adults received support during 2025/26, including help with mental health and wellbeing, independent living skills, benefits and budgeting, with 81% successfully supported to better manage their tenancies.

This work sits alongside our wider safeguarding and community safety activity, helping us identify risk, respond to individual needs and work with partners to support safer, more resilient communities.

CASE STUDY:

Finding confidence through photography

For Cameron from Scunthorpe, finding the right path through education has never been straightforward.

After experiencing a couple of unsuccessful spells in mainstream education, Cameron joined Skills Centre Plus looking for a different environment; one where he could feel comfortable, build confidence and discover what interested him.

The teaching team focused on building a relationship, trust and rapport with Cameron – the key to supporting students in reconnecting with a love of learning. As part of that pastoral-led approach, Cameron was given the opportunity to explore a range of vocational subjects before finding the one that truly sparked his passion: photography.

Working closely with tutor Carl, Cameron enrolled on a Level 2 Photography course and began developing both his technical skills and his confidence. Through photography projects and visits to different locations, he gradually stepped outside his comfort zone.

“Since doing photography, my confidence has gone up a lot. I’m talking to people I don’t even know, and I would never have done that before. I’m proud of myself that I’ve managed to do this kind of thing and be confident around people.”

Since completing his photography studies, Cameron has had work published in Nature magazine and has become a regular contributor to Acis Group’s photography bank, helping to showcase communities, learners and customers across the organisation. He has also held a public exhibition of his work in Scunthorpe – a feat which just 12 months ago would have seemed an impossibility.

“I guess if I’d never have come here, I would never have discovered my passion for photography,” he said.



Looking Ahead

During 2026/27, we will continue creating lasting social impact by investing in people, listening to our customers and expanding opportunities that support wellbeing, learning, employment and independence. Our priorities are to:

- Grow the support we offer and the locations we offer this in
- Develop our support hub model, launching a new site in Market Rasen
- Strengthen our relationships with health partners
- Launch delivery at the Grange Collective, including the development of Grange barn and the associated land
- Launch Live Well at the Bowling Green Road development
- Deliver £50 million social value through our group wide services
- Deliver our first stamp of approval project, ensuring customers help shape our future
- Improve connectivity across our teams to ensure we can support more people when they need us





Governance

Governance Performance 2025/26

- Customer insight is driving practical service improvements, including flexible appointment times, clearer communications and tailored accessibility measures.
- 66 accessible and adaptable homes delivered, including four wheelchair-suitable homes.
- 85.9% of employees believe Acis is committed to diversity, up four percentage points.
- 85% of flexible-working requests were approved.
- The gender pay gap reduced from 17.14% to 16.68%.

Better decisions mean better outcomes.

Good governance underpins everything we do.

It ensures we remain accountable, transparent and focused on delivering the best possible outcomes for our customers, colleagues and communities.

Strong governance gives our customers, partners, colleagues and regulators confidence that Acis Group is well managed, financially resilient and committed to continuous improvement. By combining robust oversight with customer insight and evidence-led decision making, we ensure resources are directed where they make the greatest difference.

For us, governance is about making informed decisions, listening to customers, managing risk responsibly, strong compliance and continuously improving the services we provide.

Creating inclusive services means understanding the different needs and experiences of our customers and colleagues and using that insight to improve the way we work.

Our Equality, Diversity and Inclusion (ED&I) Strategy 2025–2028 was approved by the Board in June 2025 and is overseen by a cross-company ED&I Working Group ensuring we have a diverse representation from our people.

During 2025/26, we continued to strengthen our approach through better data, more inclusive service design, greater awareness and stronger governance.

We have significantly increased the amount of customer and colleague ED&I data available to us, helping us better understand the people we serve and identify where services can be more inclusive.

During the year:

- **72%** of tenants had complete ED&I profiling data across all fields.
- **71%** of employees had completed ED&I data.
- **70%** of Board members had completed ED&I data.

Importantly, this insight is helping us make practical changes. Examples include arranging evening and weekend visits around customers' caring responsibilities, simplifying letters to reduce anxiety, increasing font sizes for customers with sight impairments and installing a video doorbell to support a deaf customer.

In 2025/26, we built 66 accessible and adaptable homes, including four homes suitable for wheelchair users, helping us provide homes that better reflect the different needs of our customers.

Strong governance also means responding to the pressures facing the people who use our services. Across our student accommodation in Sheffield and Nottingham, we maintain a clear focus on affordability and financial resilience, recognising the increasing cost pressures facing students.

Our all-inclusive pricing brings rent, utilities and superfast Wi-Fi into one clear cost, while no booking deposits, flexible payment schedules aligned with maintenance loans and free contents insurance help reduce upfront costs and make budgeting more manageable.

Alongside access to facilities including study spaces, this approach reflects our commitment to providing good-quality, affordable accommodation, while managing risk responsibly and supporting the long-term sustainability of our student offer.

We have also continued to develop a more inclusive workplace. 85.9% of employees said they believe Acis is committed to diversity, an increase of four percentage points from 2025, while 85% of flexible-working requests were approved during the year.

Our gender pay gap also reduced from 17.14% to 16.68%.

ED&I is increasingly embedded within our governance arrangements. During the year we introduced a Board ED&I representative, incorporated ED&I data and monitoring into Board recruitment and worked with the Housing Diversity Network to strengthen Board understanding of inclusive governance.

We intend to recruit new Board members as part of our succession planning, with a focus on the skills, diversity and lived experience needed to strengthen our governance and support the organisation through its next phase

We have also strengthened our Equality Impact Assessment processes, trained 12 new ED&I representatives and continued to use customer insight to ensure our policies and services reflect the needs and experiences of our diverse customer base.

Our aim is simple: to use better insight, inclusive decision-making and lived experience to create services, homes and workplaces that work better for everyone.

Throughout 2025/26, we strengthened our governance arrangements through improved data ownership and performance reporting, enhanced risk oversight and greater customer involvement in decision-making. We developed Your Voice, the Stamp of Approval framework and strengthened Board oversight of ED&I, helping ensure that customer insight, performance evidence and an understanding of diverse needs inform our decisions.

Our approach contributes to SDG 16 – Peace, Justice and Strong Institutions and SDG 17 – Partnerships for the Goals.

Case Study: The Stamp of Approval

Our Stamp of Approval provides a structured approach to customer-led service improvement.

It ensures that projects, services and changes are informed by evidence, shaped by customer involvement and evaluated against measurable outcomes.

The Stamp of Approval Framework



- Data and Insight – Understanding performance, customer feedback and evidence.
- Understanding Need – Identifying priorities and opportunities for improvement.
- Co-design – Working alongside customers and colleagues to shape solutions.
- Delivery – Implementing improvements through collaborative working.
- Review – Measuring impact against agreed outcomes.
- Continuous Improvement – Using learning to inform future decisions and strengthen services.

This framework helps ensure that customer voice remains central to decision-making and supports a consistent approach to service improvement across the organisation.

Looking Ahead

During 2026/27, we will continue to strengthen governance by:

- Recruiting new Board members in line with our succession planning and skills requirements.
- Embedding customer insight and scrutiny within decision-making, including demonstrating how customer feedback has influenced decisions and service improvements.
- Delivering through our Stamp of Approval framework, using customer insight, performance data and co-design to drive and evidence service improvement.
- Continuing the quality and consistency of ESG data and reporting, including our reporting against the Sustainability Reporting Standard (SRS).
- During 2026/27, we will strengthen our use of ED&I data by introducing diversity pay-gap reporting, improving customer and workforce insight and using this evidence to develop support for neurodiverse and vulnerable customers and colleagues. Strengthen customer influence in decision-making by embedding customer voice at both operational and governance level, including customer stories as a standing Board agenda item, reviewing committee arrangements to better reflect customer perspectives, and continuing Board member 'Experience Its'
- Strengthening performance monitoring and assurance through clearer ownership, reporting and oversight of key performance measures



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Our ESG commitments

We take our commitment to ESG seriously. Last year, we set out the areas in which we knew we needed to make improvements.

We monitor performance across Acis to provide assurance, understand impact and identify where improvement is needed. This includes the quality and safety of our homes, customer experience, education and skills outcomes, support and wellbeing services, financial performance and regulatory compliance.

Regular performance reporting, customer insight and operational assurance enable us to identify opportunities for improvement and development.

These measures demonstrate our commitment to maintaining strong governance while delivering high-quality services.

How we've delivered our ESG promises in 2025/26

Area	We promised	What we delivered in 2025/26	Status
E. Environmental	Prepare for Awaab's Law	Implemented our new damp and mould process to meet Stage 1 of Awaab's Law in October 2025, strengthening triage, case tracking, reporting and resources. Preparations are underway for the next phase of requirements in 2026/27.	Delivered Stage One
E. Environmental	Increase energy investment, including Solar PV and new technologies	Delivered more than £5 million of fully funded energy works over two years, including Solar PV, air-source heat pumps, storage heaters and insulation measures	Delivered
E. Environmental	Embed sustainability within Design Standards	Sustainability principles incorporated into our approach to design and development, with further work continuing.	Progressed
S. Social	Increase participation through Your Voice	11 live projects, 4,304 platform visits, 592 customer contributions and 53 new customer champions.	Delivered
S. Social	Achieve Customer Excellence reaccreditation	Achieved	Delivered
S. Social	Grow our wider support offer	Added Skills Centre Plus and expanded support across employability, skills, wellbeing and independence.	Delivered
S. Social	Strengthen our position within health	Launched Campus for Future Living, creating a platform for collaboration across health, education and community partners.	Delivered
S. Social	Continue Customer Experience Its and learning from feedback	Expanded Your Voice and introduced Stamp of Approval to strengthen customer-led improvement.	Delivered

G. Governance	Review supplier contracts and sustainability targets	Strengthened supplier monitoring through regular KPI reporting, operational meetings and annual reviews, alongside social value and environmental initiatives including recycling. ESG, sustainability and innovation requirements have also been embedded into procurement and supplier KPIs for forthcoming contracts.	Delivered
G. Governance	Complete the Chair's Challenge	Completed the NHF Chair's Challenge, strengthening Board-level leadership of ED&I and establishing a dedicated Board Member lead for ED&I	Delivered
G. Governance	Appoint a new Chair	New chair appointed	Delivered
G. Governance	Deliver the first year of Acis Communities Limited	Established Acis Communities Limited, Through Community Investment we have generated more than £3.9 million of external funding to support our communities	Delivered
G. Governance	Convert CLIP and Riverside into charities	Conversion completed during 2025/26.	Delivered

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Our Commitments for the Future

Creating lasting impact requires long-term commitment. Our ESG priorities will continue to guide how we invest, make decisions and measure success, ensuring that our customers, colleagues and communities remain at the heart of everything we do.

Over the coming years, we will continue to strengthen our environmental performance, maximise our social impact and maintain the highest standards of governance.

Our Promise

Everything we do is guided by our vision to be there to support people when they need us by putting people first - whether tenants, students, learners, partners, or colleagues. As we continue to evolve, we remain committed to delivering safe homes, creating opportunities, protecting the environment and ensuring our customers' voices shape the future of our organisation.

We will continue to measure our progress, learn from our experiences and work collaboratively with customers, colleagues and partners to create positive change for the communities we serve.



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Appendix

Reporting Methodology

This report covers the period 1 April 2025 to 31 March 2026, unless otherwise stated, excluding our education and skills data which is 2025/26 academic year data.

Reporting Framework

This report has been prepared using data and evidence collected through the Sustainability Reporting Standard (SRS) for Social Housing, alongside wider performance and impact information from across Acis Group. The SRS provides a consistent framework for measuring and reporting our environmental, social and governance performance and supports the ESG information we provide to funders and other stakeholders.

Reporting Scope

The report includes information relating to activities delivered across Acis Group during the reporting period, including our housing and asset management activities, education and skills provision, student accommodation, community and support services, and wider Group activities. Where information relates to a specific part of the Group, this is identified within the report

Where stated, social value has been calculated using recognised methodologies, including the HACT Social Value Bank, enabling us to measure the wider social, economic and wellbeing outcomes created through our services.

Data Quality

Performance data is drawn from corporate reporting systems, operational performance reporting and audited internal records.

Where estimates are used, these are clearly identified and based on recognised methodologies or sector guidance.

