



Building Trust. Improving Homes. Uplifting Communities.

Social Value Impact Report 2025-26

Social Value: Investing in Communities Beyond the Contract

Executive Summary: Creating Lasting Impact Beyond the Contract

During 2025-2026, Armour Hart Group continued its commitment to delivering meaningful social value across the communities in which we work. Through close partnerships with Moat, Housing 21, local charities, community organisations and resident support teams, we invested in initiatives that addressed immediate hardship, improved community facilities, supported resident wellbeing and reduced social isolation.

Our social value programme is founded on a simple principle: delivering practical support where it can make the greatest difference. By working directly with housing officers, foundation teams, scheme managers and community leaders, we were able to identify residents and communities most in need and respond with targeted, meaningful interventions.

Social Value Investment Dashboard

Impact Area	Investment (£)
Moat Resident Welfare Support	£7,795.29
Emergency Heating Assistance	£357.07
Pollards Hill Wellbeing Studio & Community Hub	£27,125.23
Community Engagement & Skills Activities	£829.87
Housing 21 Resident Wellbeing & Community Projects	£10,180.40
Total Social Value Investment Delivered	£46,287.86

Introduction

At Armour Hart Group, social value is not something delivered separately from our contracts. It is an integral part of our culture and informs how we engage with residents, clients, communities and stakeholders every day.

As a specialist provider of refurbishment, maintenance and building improvement services, we recognise that our responsibilities extend beyond the physical works we undertake. Every project creates an opportunity to improve lives, support communities and leave a positive legacy.

Throughout 2025-2026, we worked closely with the Moat Foundation and Housing 21 to identify meaningful opportunities to support residents facing hardship, improve community facilities and create opportunities that improve wellbeing and quality of life.

Our Approach

Our social value programme is built around three key priorities:

1. Supporting Vulnerable Residents

Providing practical assistance that helps residents maintain safe, secure and comfortable homes.

2. Improving Community Spaces

Creating and enhancing facilities that encourage participation, wellbeing and community cohesion.

3. Reducing Isolation and Promoting Wellbeing

Supporting activities and services that help people remain active, connected and engaged.

Areas of Impact

During the reporting period, Armour Hart supported vulnerable residents experiencing financial hardship, disability, long-term health conditions, mental health challenges, social isolation, fuel poverty and barriers to independent living.

We provided:

- Essential kitchen appliances
- Flooring and carpeting
- Retail vouchers
- Emergency heating assistance

We invested in:

- The Pollards Hill Wellbeing Studio
- Community infrastructure and facilities
- Skills and engagement initiatives
- Resident wellbeing activities

We supported communities through:

- Community day trips
- Recreational facilities
- Music and movement programmes
- Communal lounge upgrades in elderly care homes
- Outdoor social spaces
- Activity equipment

Delivering Social Value for Moat

Supporting Residents Through Practical Assistance

Throughout the year, Armour Hart Group worked closely with Foundation Officers, Housing Officers and Community Investment Teams to identify residents requiring immediate support.

Many referrals involved residents experiencing disability, long-term illness, mental health challenges, financial hardship, fuel poverty and social isolation. By responding quickly to referrals and collaborating closely with client teams, support was delivered when it was needed most.

Support included:

- Essential kitchen appliances for residents in need
- Flooring and carpeting
- Retail vouchers
- Emergency heating oil support

Case Study: Emergency Resettlement Support

Armour Hart was approached by the Moat Foundation following an urgent referral involving a woman fleeing domestic abuse. The new resident, a mother with two young children, had been moved into a void property for her safety but due to circumstances, she arrived with no household furniture.

Recognising the urgency of the situation, Armour Hart worked quickly with the Moat Foundation to coordinate a comprehensive support package. Within four days of receiving the referral, we had sourced, funded and delivered:

- A bed for the resident
- Bunk beds for the children
- New carpet and a vacuum cleaner
- A washing machine and fridge
- A dining table, chairs and a sofa
- Food vouchers to provide immediate assistance

The rapid response ensured the family could move from crisis accommodation into a safe, comfortable and fully functioning home environment.

By acting quickly and collaboratively, Armour Hart helped provide stability, dignity and reassurance during an extremely difficult period, enabling the family to focus on rebuilding their lives.

Delivering Social Value for Moat

Case Study: Safeguarding Intervention and Independent Living Support

During the delivery of cyclical decorations, our operative identified a safeguarding concern involving a disabled resident with an amputated leg. He was using a computer chair to move around his home due to a lack of suitable mobility and support equipment.

Limited mobility prevented him from getting outdoors regularly, caring for his dog and maintaining the cleanliness of the property.

Our operative immediately raised concerns with the Housing Officer, who worked with the Moat Foundation to assess the resident's circumstances and identify the support required.

We coordinated and funded practical assistance, including:

- Specialist support to declutter the property
- A full commercial deep clean
- A new disabled support armchair
- A wheelchair to improve mobility and independence
- A replacement bed to enhance comfort and wellbeing

The intervention significantly improved the resident's quality of life, demonstrating the value of a vigilant workforce, where operatives are encouraged to raise safeguarding issues.

Case Study: Essential Kitchen Appliances

Armour Hart responded to multiple referrals involving households experiencing financial hardship and vulnerability. Limited income and additional support needs meant they were unable to access essential kitchen facilities.

Working alongside the client team, Armour Hart funded and arranged provision of:

- a new cooker for a couple with mental health issues experiencing financial hardship, ensuring the household could safely prepare meals and maintain a more stable living environment.
- a replacement washing machine for a resident experiencing long-term health conditions, social isolation and significant personal and financial challenges, removing a practical barrier to independent living and helping improve their quality of life.
- a replacement fridge freezer for a family with three young children facing multiple challenges, including additional care needs for an autistic child, ensuring the family could continue to store food safely and maintain essential household routines.
- a new electric cooker for a resident living with physical impairment, mental health challenges and significant barriers to independent living, helping restore independence.

Delivering Social Value for Moat

Case Study: Emergency Heating Assistance

One of the most urgent referrals involved a vulnerable older resident living alone with health conditions affecting respiratory function and mobility. Following an unexpected financial setback, the resident had been left without heating and hot water.

Armour Hart immediately funded the purchase of heating oil, restoring heating and hot water and helping safeguard the resident's health and wellbeing.

Case Study: Family Crisis Support

Armour Hart provided emergency support for a single parent experiencing severe financial hardship and struggling to meet her needs – baby clothes for her daughter.

Delivered quickly following referral, our retail voucher support enabled her to buy essential clothing at a difficult time.

Case Study: Pollards Hill Wellbeing Studio and Community Hub

One of Armour Hart's most significant social value investments was the development of the Pollards Hill Wellbeing Studio.

Armour Hart invested in the provision and adaptation of a community facility designed to support wellbeing, skills development, employment initiatives and community engagement.

The investment included the community container, groundwork infrastructure, pathways, drainage, plumbing, decoration and support facilities.

The facility now provides a dedicated space for:

- Wellbeing activities
- Community support services
- Skills development
- Employment support
- Resident engagement
- Health initiatives

The studio represents a long-term investment that continues to benefit residents beyond the completion of associated works programmes.

Working in Partnership

A key factor in the success of Armour Hart's social value programme has been strong partnership working.

Throughout the year, Armour Hart actively participated in Moat's Supply Chain Partner Social Value Forum, helping coordinate community investment projects and supporting wider initiatives focused on wellbeing, community engagement, employment and vulnerable resident support.

This collaborative approach enables social value investment to be directed towards genuine need and ensures support reaches residents where it can achieve maximum impact.

Delivering Social Value for Housing 21

Enhancing Resident Wellbeing

Across Housing 21 elderly care schemes, Armour Hart supported a range of initiatives designed to improve communal environments and encourage active participation.

Investments included:

- Televisions
- Dining furniture
- Garden furniture
- Snooker and Pool tables, Dart boards
- Recreational equipment

These enhanced communal spaces and created opportunities for residents to socialise, engage in activities and maintain active lifestyles.

Supporting Social Inclusion and Active Ageing

Beyond individual projects, Armour Hart continued to support activities aimed at improving wellbeing and reducing isolation across Housing 21 communities.

These initiatives included:

- Community lunches
- Resident social events
- Community outings
- Music and movement sessions
- Wellbeing programmes

Together, these investments have helped strengthen community relationships, improve social connection and enhance quality of life for older residents.

Delivering Social Value for Housing 21

Case Study: Music and Movement for Health and Wellbeing

One of the most impactful Housing 21 initiatives supported by Armour Hart involved the funding of weekly live music and movement sessions for residents at the Mildmays retirement living community.

Following the loss of external funding, there was a risk that the much-valued weekly music programme would cease. Residents described the sessions as a highlight of their week, with participation providing opportunities for social interaction, music, movement and enjoyment.

The programme was delivered through Healthy Generations, a registered charity specialising in health and wellbeing activities that improve quality of life, reduce isolation and encourage people to take positive control of their health and wellbeing.

Recognising the value of the programme, Armour Hart initially agreed to provide funding for the music sessions before establishing an ongoing monthly donation arrangement to ensure continuity of delivery. A recurring contribution of £300 per month was established to support the continuation of the service.

The sessions combine music, movement and social engagement in a way that helps older residents remain active, connected and involved within their community. By supporting the programme, Armour Hart helped secure a valued activity that contributes directly to physical wellbeing, cognitive stimulation, confidence building and the reduction of loneliness among residents.

[Health & Wellbeing Charity in Islington - Healthy Generations](#)

Case Study: Southend Community Day Trip

Recognising the importance of social interaction and shared experiences in later living communities, Armour Hart funded a community excursion for residents at a Housing 21 retirement living scheme.

Funding of £2,000 was provided for accessible coach transport, with additional funding contributing towards a traditional seaside lunch. Approximately thirty residents were able to participate in a memorable community outing, providing valuable opportunities for friendship, social engagement and wellbeing.

The initiative helped reduce social isolation and created meaningful experiences for residents who may otherwise have been unable to participate.

Recognition and Achievement

Armour Hart's commitment to delivering meaningful social value continues to be recognised by clients and residents alike.

In 2025, the business received a Social Value Contractor Award from Housing 21 in recognition of the positive contribution made across retirement living communities.

The award reflected our collaborative approach, our commitment to going above and beyond contractual requirements, and our dedication to delivering measurable benefits for residents and communities.



Impact at a Glance

£43,087.86 invested in social value initiatives during 2025-2026.

5 Core Themes Delivered

- Supporting Vulnerable Residents
- Tackling Fuel Poverty
- Improving Community Spaces
- Promoting Health & Wellbeing
- Reducing Social Isolation

Key Legacy Projects

- Pollards Hill Wellbeing Studio
- Mildmays Music & Movement Programme
- Southend Community Trips
- Resident Welfare Referral Programme
- Community Skills and Engagement Initiatives

Looking Forward

Social value remains a core part of Armour Hart Group's identity. As we continue to work alongside clients including Moat and Housing 21, we remain committed to identifying opportunities that genuinely improve lives, strengthen communities and create positive lasting outcomes.

Whether supporting an individual resident through a period of hardship, creating new community facilities, funding wellbeing initiatives or helping residents feel more connected to their neighbours, our goal remains the same:

To leave a positive legacy in every community where we work.

ARMOUR HART GROUP



01732 883240



info@armourhartgroup.com



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Office Address: Armour Hart Group, Laurels Court, Rock Road, Borough Green, Sevenoaks, Kent TN15 8RD