

ROUPELL PARK RMO

SOCIAL VALUE REPORT

2025 / 26

Strengthening community cohesion, improving wellbeing, reducing economic hardship, and building pathways into opportunity.

Executive Summary

RouPELL Park RMO continues to deliver significant social, economic, and wellbeing value across the local community through a broad programme of resident engagement, health initiatives, food support, employability services, and community development activity. Using recognised social value proxy methodologies, the organisation has generated an estimated total social value of:

£4.08m – £4.38m

Estimated Total Social Value Generated in 2025/26

Based on activities, outcomes, participation figures, and recognised UK social value proxy methodologies (HACT/Social Value Bank style estimates).

ESTIMATED SOCIAL VALUE BY THEME

Theme	Estimated Social Value
Reducing Social Isolation & Building Community	£1.28m – £1.30m
Tackling Food Insecurity	£918,000 – £953,000
Data, Communication & Service Access	£623,000 – £635,000
Health & Wellbeing	£493,000 – £520,000
Community Engagement & Trust Building	£386,000 – £391,000
Economic Value & Resource Generation	£225,000 – £380,000
Employment, Skills & Volunteering	£158,000 – £204,000

The RMO's work demonstrates a strong commitment to preventative intervention, community resilience, and resident empowerment. Through consistent engagement and responsive service delivery, the organisation has strengthened trust with residents while creating practical pathways to improved wellbeing, economic participation, and social inclusion.

ABOUT THIS REPORT

This report presents the social value generated by RouPELL Park RMO across seven thematic areas during 2025/26. Each section outlines the activities delivered, the outcomes achieved, and the value created for residents, the wider community, and public services. Four resident case studies illustrate the real-world impact of the RMO's work in human terms.

Overview & Areas of Impact

This report outlines the social value generated by Roupell Park RMO through its community-led services, engagement activities, and operational improvements. The RMO's approach focuses on strengthening community cohesion, improving wellbeing, reducing economic hardship, and building pathways into opportunity. The work aligns across four core social value areas:

<p>150+</p> <p>Households supported monthly through food distribution</p>	<p>2,374</p> <p>Meals delivered to residents in need</p>	<p>300+</p> <p>Residents engaged through community events</p>	<p>81.5 hrs</p> <p>Combined volunteer hours per month</p>
--	---	--	--

Social Value Area	Focus
Social & Community Wellbeing	Reducing social isolation and strengthening community cohesion
Health Improvement	Delivering preventative health and wellbeing support
Economic Impact & Efficiency	Tackling food insecurity and cost-of-living pressures
Employment & Skills Development	Increasing access to employment, volunteering, and skills opportunities

BEYOND HOUSING MANAGEMENT

The RMO's work extends well beyond traditional housing management functions. The organisation is increasingly operating as a community wellbeing hub, a preventative health partner, a local support network, and a platform for resident empowerment and economic participation. This work is helping reduce pressure on wider public services by addressing issues early, strengthening local support systems, and creating opportunities for residents to become more connected, resilient, and economically active.

LOOKING AHEAD

Roupell Park RMO is well positioned to strengthen its impact further through improved long-term outcome tracking, expanded partnerships, increased external investment, and continued development of community-led services. The organisation's combination of measurable impact, strong resident relationships, and growing operational capacity provides a compelling foundation for future funding, collaboration, and sustainable growth.

Community Engagement & Trust Building

ACTIVITIES

- Consistent on-site presence from staff, ensuring visibility and approachability across the estate.
- Proactive engagement with residents through conversations, drop-ins, and structured feedback channels.
- Regular collection, tracking, and follow-up of resident insights, concerns, and suggestions.

OUTCOMES

- Strengthened trust and rapport between residents and the Roupell Park RMO, built through reliability and transparency.
- A more empowered resident community, with clearer pathways for their voices to influence decisions.
- Improved understanding of local needs, enabling more responsive and tailored service delivery.

IMPACT

- ✓ **Over 65%** of residents report increased trust in the Roupell Park RMO's intentions and actions.
- ✓ **More than 40** resident suggestions captured, reviewed, and integrated into service planning or improvement discussions.
- ✓ **Noticeable increase** in resident participation across meetings, consultations, and community activities.

THE VALUE

This work is foundational. Trust is the enabling condition for every other initiative — without it, participation declines, feedback becomes limited, and decision-making suffers from a lack of lived-experience insight. By investing in consistent engagement and demonstrating that resident input leads to real action, the Roupell Park RMO builds the credibility and relational capital required for long-term success.

Data, Communication & Service Access

ACTIVITIES

- Development of comprehensive resident databases to centralise information and improve data integrity.
- Launch of a modernised website and dedicated residents' portal to streamline access to services and information.
- Introduction of survey tools to capture real-time resident sentiment and service feedback.
- Full redesign and rebranding of newsletters to improve clarity, engagement, and consistency.

OUTCOMES

- More accurate and complete resident data, enabling targeted service delivery and personalised communication.
- Expanded communication reach through digital channels, ensuring residents receive timely and relevant updates.
- Increased operational efficiency through automated processes, reduced duplication, and improved data flows.
- Stronger insight into resident needs and satisfaction levels, supporting evidence-based decision-making.

IMPACT

- ✓ 100% of resident data updated, ensuring a reliable foundation for service planning.
- ✓ 90% accuracy in leaseholder records, reducing administrative errors and follow-up time.
- ✓ 600 monthly website visits, demonstrating strong uptake of digital access points.
- ✓ 78% positive feedback on the new digital access tools and user experience.
- ✓ 72% overall satisfaction captured through structured surveys.
- ✓ 80% approval for the refreshed branding and newsletter design.
- ✓ 40% reduction in production costs through streamlined processes and digital efficiencies.

THE VALUE

This is operational value at its most essential. Robust data systems, modern communication channels, and accessible digital services reduce costs, minimise errors, and create the infrastructure needed for sustainable growth. This work underpins the RMO's capacity to operate with professionalism, precision, and responsiveness.

Reducing Social Isolation & Building Community

104

Residents attended the Community Day Trip

300+

Residents attended the Community Fun Day

92%

Day Trip participants reported improved wellbeing

25%

First-time participants at community events

ACTIVITIES

- Delivery of a large-scale Community Day Trip attended by 104 residents, designed to create shared experiences and reduce isolation.
- Coordination of a Community Fun Day attracting more than 300 residents, offering activities for all ages and abilities.
- Regular coffee mornings, social gatherings, and informal meet-ups to provide ongoing opportunities for connection and support.

OUTCOMES

- Noticeable reduction in social isolation as residents form new connections and re-engage with their community.
- Strengthened relationships between neighbours, contributing to a more cohesive and supportive living environment.
- Increased inclusion, with activities tailored to reach residents who are typically less engaged or harder to reach.

IMPACT

- ✓ **92%** of Day Trip participants reported improved wellbeing, highlighting the value of shared social experiences.
- ✓ **60%** expressed interest in additional trips, demonstrating sustained demand and positive engagement.
- ✓ **88%** satisfaction rating for the Community Fun Day, reflecting strong community approval.
- ✓ **25%** first-time participants, showing success in reaching residents who do not usually take part in community activities.

THE VALUE

These activities play a critical role in engaging residents who are often the least connected and most at risk of isolation. By creating low-barrier, enjoyable opportunities for participation, the RMO builds trust, strengthens social networks, and encourages long-term behavioural change. This work is not only about events — it is about fostering a sense of belonging that supports healthier, more resilient communities over time.

Health & Wellbeing



ACTIVITIES

- Delivery of chair yoga sessions, supporting gentle physical activity for older residents and those with limited mobility.
- Regular coffee mornings that provide safe, informal spaces for social connection and peer support.
- Operation of a lunch club and weekly meal-delivery service, providing nutritious meals to residents who may struggle with access, mobility, or affordability.

OUTCOMES

- Improved physical health through accessible, low-impact exercise and consistent engagement in wellbeing activities.
- Reduced loneliness and social isolation, particularly among older and vulnerable residents.
- Enhanced nutrition and food security for individuals who benefit from regular, healthy meals.
- Strengthened community networks, with residents supporting one another and volunteers contributing to delivery.

IMPACT

- ✓ Weekly participation tracked, showing stable and repeat engagement across all activities.
- ✓ Consistent involvement from vulnerable groups, demonstrating that the programme is reaching those most in need.
- ✓ Volunteer hours contributing to delivery, reinforcing community ownership and reducing operational costs.

THE VALUE

This is preventative health work at its most effective. By supporting physical activity, reducing isolation, and improving nutrition, these initiatives help residents stay healthier for longer — ultimately reducing pressure on NHS and local public services. The model provides a strong foundation for partnership or co-funding with public health bodies, as it delivers measurable outcomes, reaches high-need groups, and offers a cost-effective approach to early intervention.

Tackling Food Insecurity

1,004 kg

Total food distributed

2,374

Total meals provided

150+

Households supported every month

2×

Weekly food bank sessions with FareShare

ACTIVITIES

- Twice-weekly food distribution in partnership with FareShare, providing residents with access to essential groceries and fresh produce.
- Structured collection and distribution processes to ensure fairness, consistency, and dignity in how support is delivered.

OUTCOMES

- Reduced financial pressure on households facing rising living costs, enabling residents to redirect limited income toward other essentials.
- Increased food security, particularly for families, older residents, and those experiencing short-term hardship.
- Strengthened community support networks as residents engage with staff, volunteers, and one another during distribution sessions.

IMPACT

- ✓ **150+ households** supported every month, demonstrating sustained demand and clear reach across the community.
- ✓ **Reliable access** to nutritious food, helping to stabilise household wellbeing and reduce crisis-driven interventions.
- ✓ **£10-£15 saved weekly** per household, providing meaningful and compounding financial relief.

THE VALUE

This is direct, measurable economic relief for residents — an intervention that funders immediately understand and value. By reducing food insecurity, the programme helps prevent financial crises, supports healthier living, and reduces pressure on statutory services. The clarity of the impact data, combined with the essential nature of the support, makes this a strong case for continued investment from charitable, corporate, and public-sector funders.

Economic Value & Resource Generation

£5,000+

Funding already secured

£30k–£50k

In active funding applications

Growing

Pipeline of multi-year funder relationships

ACTIVITIES

- Preparation and submission of targeted funding applications, drawing on evidence of need, impact data, and the RMO's strengths.
- Development of sponsorship opportunities with local businesses, partners, and stakeholders to diversify income streams.
- Ongoing relationship-building with funders to position the Roupell Park RMO for future multi-year support.

OUTCOMES

- Increased financial sustainability through a broader and more resilient funding base.
- Greater capacity to expand services, pilot new initiatives, and respond to emerging community needs.
- Enhanced RMO credibility, supported by a clear track record of securing external investment.

IMPACT

- ✓ **£5,000+** already secured, demonstrating early success and immediate return on effort.
- ✓ **£30,000–£50,000** in active applications, representing significant potential income and future growth.
- ✓ **Strengthened pipeline** of opportunities, improving long-term financial planning and stability.

THE VALUE

This work creates leverage. Small, strategic investments of time and resource are unlocking much larger opportunities for the Roupell Park RMO. By building a strong funding pipeline and demonstrating measurable impact, the RMO positions itself to scale, innovate, and deliver more for residents. Funders recognise this kind of value creation immediately — clear inputs, clear outputs, and a compelling case for continued investment.

Employment, Skills & Volunteering

5

Active volunteers (3 regular, 2 flexible)

81.5 hrs

Combined volunteer hours per month

9

Residents into work-based training

2

Residents sustained employment for 6+ months

ACTIVITIES

- Delivery of a structured volunteer programme, offering residents opportunities to build confidence, gain practical experience, and contribute to their community.
- Provision of employability support through Warnham Meeting House, including CV guidance, job-search support, skills development, and signposting to training and employment pathways.
- Collaboration with local partners to expand access to learning, volunteering, and work-readiness opportunities.
- An average of 6–8 residents attending the employability drop-in each month.

IMPACT

- ✓ **6 new volunteers** targeted by Spring 2026, expanding the organisation's volunteer base and increasing community involvement.
- ✓ **15–20 residents** to be supported in the first six months of the employability hub's operation.
- ✓ **Early indicators** of increased confidence, improved job-search activity, and greater engagement with training opportunities.

THE VALUE

This is where long-term economic change begins. By equipping residents with skills, experience, and confidence, the programme helps shift individuals from dependency toward independence and economic participation. With robust evidence tracking job starts, training completions, volunteering hours, and progression milestones, this work becomes highly compelling to funders focused on employment, skills development, and reducing long-term inequality.

Overall Social Value Summary

RouPELL Park RMO is delivering substantial, measurable social value across multiple dimensions of community life. The combined effect of its programmes demonstrates a holistic approach — strengthening relationships, improving wellbeing, reducing hardship, and expanding opportunities for residents.

Community Cohesion

Strengthening through consistent engagement, visible staff presence, and inclusive events. These activities build trust, reduce isolation, and create a more connected and resilient community.

Health & Wellbeing

Improving as residents benefit from preventative activities such as chair yoga, coffee mornings, and regular meal provision — supporting physical health, reducing loneliness, and enhancing nutrition.

Economic Relief

Being alleviated through targeted food support, improved data systems, and more efficient service delivery. Residents experience direct financial relief, while the organisation benefits from streamlined operations.

Opportunity & Progression

Expanding through volunteering pathways and employability support via Warnham Meeting House. Residents are gaining skills, confidence, and clearer routes into training and employment.

CONCLUSION

Together, these achievements demonstrate a strong, evidence-based social value proposition. RouPELL Park RMO is not only meeting immediate needs but also investing in the long-term wellbeing and economic resilience of its community. This work is helping reduce pressure on wider public services by addressing issues early, strengthening local support systems, and creating opportunities for residents to become more connected, resilient, and economically active.

Looking ahead, the RMO is well positioned to strengthen its impact further through improved long-term outcome tracking, expanded partnerships, increased external investment, and continued development of community-led services.

Resident Case Studies

CASE STUDY 1 — HEALTH, SOCIAL ISOLATION & TAILORED COMMUNITY SUPPORT

Resident A: Welfare Outreach & Adapted Lunch Club Delivery

LOCATION: Roupell Park Estate **PROGRAMME:** Welfare Check Outreach & Adapted Lunch Club Delivery

Resident A is a long-standing resident who lives with serious ongoing health needs. As part of a proactive outreach initiative, the RMO undertook a structured programme to review and update resident records and carry out welfare checks across the estate. When the team made contact with Resident A, they took the time to listen carefully to his situation. He was aware of the estate's Lunch Club but felt unable to attend — his health condition made him reluctant to leave his home and uncomfortable eating in front of others.

"He wanted to be part of the community, but his health made it hard to step outside or eat alongside others. We needed to find a way to bring the support to him."

— RMO Community & Partnerships Manager

Rather than treating Resident A's situation as an exception, the RMO adapted its approach. A tailored arrangement was put in place: Resident A now receives hot, nutritious meals delivered directly to his home twice a week, with each delivery made by a volunteer or staff member who takes a few minutes to have a friendly chat. This model respects his boundaries and health needs, while still connecting him meaningfully to the wider resident community.

OUTCOMES & IMPACT

- ✓ Receives regular hot, nutritionist-approved meals, supporting his physical health and dietary wellbeing.
- ✓ Twice-weekly visits provide consistent, valued social contact — reducing isolation without adding pressure.
- ✓ Feels seen and supported by his RMO, strengthening trust between resident and organisation.
- ✓ The RMO now holds accurate, up-to-date contact details, ensuring he can be reached quickly in an emergency.
- ✓ The model demonstrates that community programmes can and should be adapted to include all residents, regardless of health or mobility barriers.

"It makes the world of difference just having someone to have a chat to for a few minutes."

— Resident A

CASE STUDY 2 — BEREAVEMENT, SOCIAL ISOLATION & COMMUNITY RE-ENGAGEMENT

Resident B: Over 50s Community Programme & Coffee Morning

LOCATION: Roupell Park Estate – Community Centre

PROGRAMME: Community Outreach & Over 50s Activities

Following the loss of her husband, Resident B found herself increasingly withdrawn from the community around her. Bereavement can have a profound impact on a person's social world, and for Resident B, the grief brought with it a growing sense of isolation. Through the RMO's community outreach work and the connections being built across the estate, Resident B came to hear about the Coffee Morning — not through a leaflet or a formal referral, but through a conversation with a neighbour. That word-of-mouth moment proved to be the turning point.

"After losing someone you've shared your life with, the world can feel very quiet. Having somewhere to go and people who are genuinely pleased to see you changes everything."

— RMO Community Outreach Team

Resident B came along to the Coffee Morning, met the group, and immediately found her place among them. Far from being a passive attendee, she quickly became an active and valued presence in the over 50s activities on the estate. She brought with her a wealth of gardening knowledge, and rather than keeping it to herself, she began sharing that expertise with fellow residents — inspiring others to get involved and helping to grow a community of enthusiastic, newly green-fingered neighbours.

OUTCOMES & IMPACT

- ✓ Moved from social isolation to becoming a regular, valued participant in estate community life.
- ✓ Formed new friendships and connections with fellow residents through the Coffee Morning and over 50s activities.
- ✓ Her gardening expertise is now a shared community asset — she has helped other residents develop their own skills and confidence outdoors.
- ✓ The over 50s programme has been enriched by her involvement, with her knowledge and enthusiasm adding a new dimension to resident activities.
- ✓ Her story demonstrates the power of peer-to-peer outreach — one resident telling another about an activity created a chain of positive change.

"She came in quietly, and now she's one of the first faces people look for when they walk through the door."

— Estate Volunteer

CASE STUDY 3 — FINANCIAL HARDSHIP, COMMUNITY SOLIDARITY & MUTUAL AID

Resident C: Food Bank & Cost-of-Living Support

FOCUS AREA: Food Insecurity & Cost-of-Living Pressures

RESIDENTS: Leaseholders & Owner-Occupiers on the Estate **SERVICE:** Estate Food Bank

The cost-of-living crisis has placed households across the country under significant financial strain, and this estate is no exception. Rising food prices, energy costs, and everyday expenses have stretched budgets to breaking point — not only for those on low incomes or benefits, but increasingly for people who are working, earning, and who have taken the step of buying their own home. The RMO's food bank service has seen this play out directly on the estate, with a growing number of leaseholders accessing the food bank on a regular, weekly basis.

"It's a big help. It saves me £10 to £15 a week — and that really adds up. Three items in a supermarket today can easily cost you £10 or more. It's not something I ever expected to need, but here we are."

— Resident leaseholder, estate food bank user

The food bank on this estate challenges some of the most persistent assumptions about food poverty: that it only affects those without work, without assets, or without a stable home. The reality is far more nuanced, and the RMO's willingness to provide support without condition or judgement is both appropriate and essential.

One of the most powerful illustrations of the community spirit the food bank has fostered is the story of Resident C. Having benefited from the food bank service themselves, Resident C wanted to give something back. Resident C now comes in on both food bank days each week, helping to set up and assisting with the distribution of food to other residents. What began as an act of gratitude has become a meaningful, ongoing contribution to the community they are part of.

OUTCOMES & IMPACT

- ✓ Residents, including working and property-owning leaseholders, are receiving essential food support during a period of acute financial pressure.
- ✓ Households are saving an estimated £10–£15 per week, providing meaningful financial relief that compounds over time.
- ✓ The food bank operates as an inclusive, stigma-free service, breaking down assumptions about who experiences food insecurity.
- ✓ Resident C is now a regular volunteer, demonstrating how receiving support can inspire a culture of giving back and mutual aid.

CASE STUDY 4 — SENIOR WELLBEING, LONELINESS & RESIDENT-LED SAFEGUARDING

Resident D: Senior Resident Support & Lunch Club

LOCATION: Roupell Park Estate **SERVICES:** Lunch Club & Over 60s Community Activities

Resident D is a senior resident who moved to the estate more recently than many of his peers. While longer-standing residents had built up networks of neighbours and friends over many years, Resident D arrived without those existing connections — a situation that, particularly in later life, can quickly lead to isolation and loneliness. Despite this, Resident D was proactive and open about what he was looking for, expressing a clear interest in joining an over 60s games club — not just for the activity itself, but for the company and the sense of belonging that comes with being part of a regular group.

"It's not always easy being the new face in a community where everyone else seems to know each other. That first introduction matters enormously."

— RMO Lunch Club Volunteer

The RMO's response was straightforward but effective: rather than signposting Resident D to a waiting list or leaving him to find his own way in, the team made a direct, warm introduction, connecting him with the Lunch Club. He quickly became a valued and regular member. The relationships he formed through the Lunch Club have evolved into a mutual support network — and critically, this peer support has also become an informal but highly effective safeguarding mechanism.

SPOTLIGHT: A PEER WELFARE NETWORK IN ACTION

When Resident D misses a session or two, fellow Lunch Club members proactively alert RMO staff. What began as a social activity has become a living community safety net — residents looking out for one another in the most natural and human way possible.

OUTCOMES & IMPACT

- ✓ Resident D has transitioned from social isolation to active participation in community life.
- ✓ He has formed genuine and sustained friendships with fellow residents.
- ✓ His loneliness has been meaningfully and lastingly addressed.
- ✓ A resident-led welfare alert system has naturally emerged from the relationships formed.
- ✓ The Lunch Club now acts as part of the estate's wider safeguarding network.

"If he's not in, we notice. We'd always say something. That's just what you do when someone's your friend."

— Fellow Lunch Club member