

Most improved asset management service

Orbit



Property compliance transformation plan

Orbit's two-year project was to transform its operating model and culture in terms of property compliance. The project took lessons learnt in occupational health and safety and used them to create a brand-new property compliance team model.

Ultimately, Orbit built the 'plan, do, check, act' (PDCA) cycle into the team's DNA to ensure a clear focus on improving customer safety, not just achieving 'compliance'. This philosophy, combined with its unique team model has transformed the levels of safety provided to customers. Orbit is keen to share its learnings with other housing providers and has already worked with one 30,000 property organisation that has restructured based on its model.

Judges' comments

A great submission that demonstrates a fresh approach to H&S compliance which has produced some tangible benefits in improved performance and real cost savings. It can be easily adopted by others and moves the boundary of what should be good practice.

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