

thirteen

Homes. Communities. Support.



Building stronger communities

Community resilience outcomes and impact report 2025-26



Our vision is simple

We want local people to live in quality places and thriving neighbourhoods. This report explains what we delivered and the difference it made during 2025–2026.

Introduction

We set out to improve the places where you live by focusing on four themes: crime and antisocial behaviour (ASB), improving the environment, building social infrastructure and improving life chances. These themes were co-designed with customers and colleagues and remain at the heart of our work. During year four we worked with partners, invested in physical improvements and supported community groups to deliver projects that matter locally.

We also continued to provide community connectors, housing services coordinators, antisocial behaviour support, tenancy support, employability support and a £10k community fund to every locality.

During year three we asked residents what mattered most. The same four themes came up again: crime and ASB, improving the environment, building social infrastructure and improving life chances.

Using these themes we established networks and community groups, supported people through crisis, improved local areas and invested in community projects.

In year four we listened again. Residents told us that visible improvements, safer neighbourhoods and more opportunities for young people are still priorities. The locality projects you'll read about in this report respond directly to those concerns.





Primrose Hill and Wrensfield

Social impact priorities and projects

- Support to local groups such as Purple Rose CIC and Corner House Youth Project to strengthen existing community assets.
- Well Aware sessions at Primrose Hill Community Centre and Newtown Community Resource Centre covering topics such as mental health and healthy eating.
- Newtown community consultations and Your Voice funding project enabling residents to allocate Locality Plan funding to chosen groups.
- Family learning delivered by the MFC Foundation at Oak Tree Primary Academy focused on physical and social activity.
- Warm Welcome drop-ins at Newtown Resource Centre offering themed activities and employability support.
- Enterprise project “Make £5 Grow” delivered by Virgin Money encouraging children to set up micro businesses and securing a £5,000 digital inclusion grant for the school.
- Targeted employability pilot delivered by Thirteen’s JobsPlus team and partners, including cooking courses and community day events at The Bread and Butter Thing (TBBT).

Regeneration priorities



Wrensfield Court bike shelter

creating secure storage for bikes and improving perceptions of safety.



Primrose Hill landscaping project

tidying communal green space to create an attractive environment.



Wrensfield CCTV camera

partnering with Stockton-on-Tees Borough Council to deter antisocial behaviour.



Key outcomes (year 4)

These figures show the difference our work made locally. You can see how many people were engaged, how many volunteers stepped forward and how much money was generated or invested in each area.

Metric	Result
Money generated (year 4)	52197.5
Volunteers	30
Projects developed	17
Projects funded	3
Community groups supported	5
Residents engaged	187
People accessing employability support	164
People into work	75
Amount spent on physical improvements	32524
Rubbish removed	3,920kg

KPIs

Priorities	Thirteen average	2022	2023	2024	2025	2026
Turnover	7.2%	11.24%	9.13%	7.96%	7.71%	9.22%
Arrears %	2.3%	4.98%	5.14%	4.49%	3.79%	3.56%
Estate Score Target	75%	65%	71%	77%	74%	75%

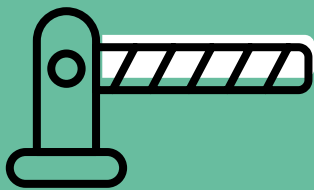


Grove Hill

Social impact priorities and projects

- We worked with residents and partners to respond to antisocial behaviour and safety concerns, including traffic calming measures on Valley Road and environmental improvements such as the Eden Road community skip.
- We invested in youth provision that helps young people make safer choices, including interactive health and risk reduction resources used across youth clubs to support conversations about vaping, substance misuse, decision-making and personal safety.
- Through targeted support, including the Middlesbrough Riot Recovery Project, we helped create more engaging learning spaces for young people most at risk of offending or anti-social behaviour.
- We supported a range of community-led opportunities to raise aspirations and improve life chances, including Beech Grove activities, the Autumn Marketplace event, fundraising support and development work with organisations such as Kids Kabin, Tempus and You Can.
- Funded activities also created positive experiences for children and families, including healthy living rewards, outings and planned transition support for young people moving on from primary school.
- At Hillside Gardens, we focused on helping new and existing residents feel part of one community, using welcome events to build relationships and encourage connection from the outset.
- Development of shared spaces, including the communal gardens, as welcoming places where neighbours can meet and settle into the area together at Hillside Gardens.

Regeneration priorities



Installation of barriers

at Deepdale Avenue
to deter fly tipping
and improve natural
surveillance.



Traffic calming measures

(subsequently funded by
Middlesbrough Council).



CCTV installed on Valley Road

with Middlesbrough Council
to gather evidence for
antisocial behaviour case
management and reduce
fly tipping and repair costs.



Key outcomes (year 4)

These figures show the difference our work made locally. You can see how many people were engaged, how many volunteers stepped forward and how much money was generated or invested in each area.

Metric	Result
Money generated (year 4)	£46,955
Volunteers	406
Projects developed	14
Projects funded	6
Community groups supported	5
Residents engaged	153
People accessing employability support	46
People into work	15
Amount spent on physical improvements	£13,242
Rubbish removed	980kg

KPIs

Priorities	Thirteen average	2022	2023	2024	2025	2026
Turnover	7.2%	6.54%	6.47%	5.46%	6.04%	5.86%
Arrears %	2.3%	4.50%	4.81%	4.21%	3.80%	3.45%
Estate Score Target	75%	65%	78%	66%	74%	68%



Gresham

Social impact priorities and projects

- In Gresham, we worked with partners to strengthen a cohesive and vibrant community through practical support, community events, arts activity and services that reflect the area's diverse and changing population.
- We supported some of the most vulnerable residents through initiatives including essential item provision for homeless café Doorways, practical support for street sex workers, and the Give a Coat a Home appeal.
- We responded to residents' concerns about safety by helping people access target hardening measures such as video doorbells, security lighting and other equipment through the Safer Streets initiative.
- We backed projects that reduced poverty, promoted inclusion and created positive activities for children and families, including The Art of Inclusion, No Poverty in Newport, Newport Community Day and a 10-week youth club focused on cooking, creativity, physical activity and meaningful conversations about healthy relationships and risk-taking behaviour.
- In Union Village, we used welcome events, gardening sessions, clean-up activity, multi-agency engagement and resident meetings to help people take ownership of shared spaces, build local connections and address issues including lighting, litter and anti-social behaviour.
- We also began work to create a new employment and skills hub in Gresham, with project planning, community consultation and mapping of local support already under way in partnership with Middlesbrough Council and Middlesbrough College.

Regeneration priorities



Completion of Union Village

removal and relocation of bike sheds to create a more open, visible space and reduce antisocial behaviour.



Installation of CCTV

in blocks at Southwell and Salisbury Court to enhance security and reassure residents.



Key outcomes (year 4)

These figures show the difference our work made locally. You can see how many people were engaged, how many volunteers stepped forward and how much money was generated or invested in each area.

Metric	Result
Money generated (year 4)	£5,221
Volunteers	662
Projects developed	19
Projects funded	14
Community groups supported	9
Residents engaged	717
People accessing employability support	21
People into work	4
Amount spent on physical improvements	£28,709
Rubbish removed	288kg

KPIs

Priorities	Thirteen average	2022	2023	2024	2025	2026
Turnover	7.2%	9.07%	12.75%	9.29%	4.45%	6.72%
Arrears %	2.3%	4.31%	4.28%	3.70%	2.96%	1.85%
Estate Score Target	75%	73%	76%	68%	73%	66%



Pallister Park

Social impact priorities and projects

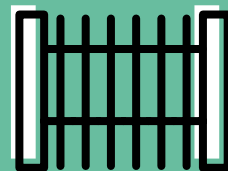
- In Pallister Park, we focused on improving the local environment by working with residents and partners on neighbourhood projects, alley and garage improvements, green space renovation and welcome events for new tenants.
- This included activity at Cheriton Green and Darras Walk, where consultation and partnership working helped improve pride in place, support residents' wellbeing and make shared spaces safer and more attractive.
- We supported efforts to tackle anti-social behaviour and expand youth provision, including Positive Pally, support for Youth Infinity, volunteer development for Kids Klub and a pop-up boxing session that engaged children and redirected some young people away from known anti-social behaviour hotspots.
- We also worked alongside the community to improve health and wellbeing through projects such as Thriving Spaces, which aims to create a calming outdoor space, and support linked to Cash for Kids and wider community partnership activity.
- Alongside this, we supported conversations about local traditions and community identity, including work to explore how the Firsby bonfire could return in a way that is safe, affordable and sustainable, and funding for Christmas tree and lights on the Bullring.

Regeneration priorities



Desford Green car park improvements

creating new parking bays to address long standing issues and ease neighbour tensions.



Kimberley Drive gate and wall installation

installing alley gates and brickwork to secure alleyways between Kimberley Drive and Linmore Avenue, reducing antisocial behaviour and drug related activity.



Key outcomes (year 4)

These figures show the difference our work made locally. You can see how many people were engaged, how many volunteers stepped forward and how much money was generated or invested in each area.

Metric	Result
Money generated (year 4)	£67,127
Volunteers	201
Projects developed	14
Projects funded	5
Community groups supported	5
Residents engaged	383
People accessing employability support	33
People into work	13
Amount spent on physical improvements	£47,752
Rubbish removed	1,491kg

KPIs

Priorities	Thirteen average	2022	2023	2024	2025	2026
Turnover	7.2%	6.81%	7.21%	6.99%	5.76%	8.64%
Arrears %	2.3%	4.66%	4.23%	3.28%	3.11%	2.91%
Estate Score Target	75%	60%	74%	67%	62%	70%



Dyke House

Social impact priorities and projects

- In Dyke House, we worked with residents and partners to improve shared spaces and tackle environmental issues through large-scale clean-up days in both lower and upper Dyke House, removing significant volumes of waste, addressing fly-tipping and supporting residents to keep the area tidy.
- We also supported improvements to communal flats, with joint action from repairs, estates and housing teams to address bin store misuse, rubbish build-up, communal safety and maintenance issues.
- To help children and families access more local opportunities, we funded and supported a wide range of activities with partners including The Annexe, from Easter sessions and Halloween events to family club provision, alternative therapy sessions and school holiday activities linked to Brougham Park.
- Youth provision remained a key priority, with support for Youthy helping to sustain regular recreational and educational activity for children and young people, while also strengthening future funding opportunities for the service.
- We also created opportunities for residents to improve confidence, wellbeing and financial resilience, including an employability day delivered with partners and wreath-making sessions that contributed to wider efforts to brighten and strengthen pride in the area.
- Beyond the locality-level work, support through funding clinics and the successful Rockpools partnership helped strengthen the wider community infrastructure in Hartlepool and unlock long-term investment in arts and community activity.

Regeneration priorities



West View Resource Centre accessibility improvements

funding a grant to enhance the garden area so more customers can enjoy the space.



Estate wide enhancements

such as bin store improvements and security upgrades (as evidenced in photos) to improve cleanliness and safety.



Key outcomes (year 4)

These figures show the difference our work made locally. You can see how many people were engaged, how many volunteers stepped forward and how much money was generated or invested in each area.

Metric	Result
Money generated (year 4)	£1,004,035
Volunteers	529
Projects developed	14
Projects funded	3
Community groups supported	11
Residents engaged	277
People accessing employability support	19
People into work	5
Amount spent on physical improvements	£7,000
Rubbish removed	64,120kg

KPIs

Priorities	Thirteen average	2022	2023	2024	2025	2026
Turnover	7.2%	7.19%	6.58%	7.96%	6.24%	5.77%
Arrears %	2.3%	3.93%	3.21%	2.90%	2.47%	2.38%
Estate Score Target	75%	83%	80%	70%	88%	82%

Stakeholder feedback



Voices from our communities

Gathering independent feedback is a key part of how we measure success and build trust. Here are some representative comments from residents, community leaders and partners, illustrating the impact our work has made.

Dyke House



“Dyke House is a safe, welcoming space where young people can build confidence, make friends, and just be themselves. We’ve seen some lovely changes – from shy young people finding their voice to others getting involved, trying new things, and feeling more positive about themselves. The support from Thirteen has made a real difference. We truly value the partnership and look forward to continuing this work together.”

Primrose - Wrensfield

“Thank you for the support we are receiving from Thirteen. Jack did two trips to Junction yesterday - he returned with some fantastic items for all our groups. He is a very thoughtful person and above all he is doing a great job.”



“We are very proud of the Jobs Plus work, the number of people attending and the girls are so friendly and welcoming. We do our best to support them by providing a warm safe place with refreshments and toys for the people who bring children with them. Thank you.”

Grove Hill - Hillside Gardens



“Thank you for all the hard work you have all done.”

Pallister Park

"A pat on the back is well and truly deserved."

"Our green is now safe from motorbikes because of the new gates."

"The planters caused a buzz."

"We now have two beautiful planters on our green filled with flowers."

Gresham – Union Village

"From the moment I moved in, I felt safe and secure, which is something that means so much to me. Knowing that I have a stable home has given me real peace of mind."

"The area is brilliant – it's friendly, welcoming, and makes me feel comfortable being part of the community. I no longer feel unsettled or worried. Instead, I feel relaxed and able to enjoy my surroundings."



Looking ahead

In 2026-27 we will focus on:

- * **Safer neighbourhoods**
- * **Supporting young people**
- * **Tackling antisocial behaviour**
- * **Building resilience**

Year four has shown what's possible when we work together. Given the success in some areas we will be gradually returning to business as usual. However, looking ahead, we'll continue to engage with communities to understand the things that are important to them. We'll build on successful projects, scale up initiatives that work and trial new approaches where needed. We'll also continue to listen to you so that our existing and new locality plan areas reflect local priorities. Our aim remains clear: to create quality places and thriving neighbourhoods across our region.

Thank you to everyone who contributed to our community resilience programme in 2025-2026 – from residents and volunteers to local authorities, schools, contractors and colleagues. Together we delivered meaningful change. We're proud of what we achieved and we know there's more to do. Your continued support will help us make our communities even stronger in the years ahead.

How to contact the Community Resilience team

✉ community.resilience@thirteengroup.co.uk

☎ 0300 111 1000

Thank you

Thank you to every resident, volunteer, partner and colleague who helped make our communities stronger in 2025-26.

Contact us

If you require any further information, please contact a member of the team on:

✉ **community.resilience@
thirteengroup.co.uk**

☎ **0300 111 1000**

🌐 **www.thirteengroup.co.uk**

📘 **ThirteenGroup**

Visit a Thirteen store in Middlesbrough, Stockton, Hartlepool or Hull.

