

# thirteen

Managing and building homes

## Customer Annual Report 2017/18





# Customer Annual Report 2017-18

We want to give some quick and accessible information about the performance of Thirteen.

This document gives details about our performance in a number of important areas across the organisation and some of the things we've done to improve our services between April 2017 and March 2018.

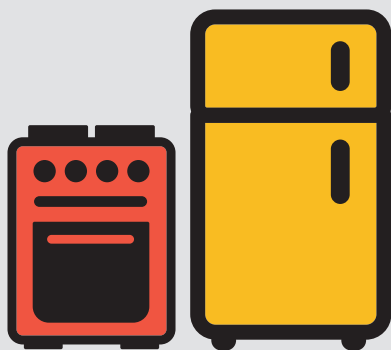
If you'd like more details about Thirteen's performance, you can read the full annual report and financial statement at [www.thirteengroup.co.uk/aboutus](http://www.thirteengroup.co.uk/aboutus)



# Investment in homes

In 2017-18, we carried out £27m of improvements to homes throughout the areas we serve.

This included replacing kitchens, bathrooms, boilers, and installing new windows and doors. We also spent £5m on environmental improvements, which included boundary schemes and work to improve neighbourhoods for our customers and the people living around the homes we manage.



**467** new kitchens installed

**293** new bathrooms installed

**1,728** boilers installed

**959** window installations

**159** door installations

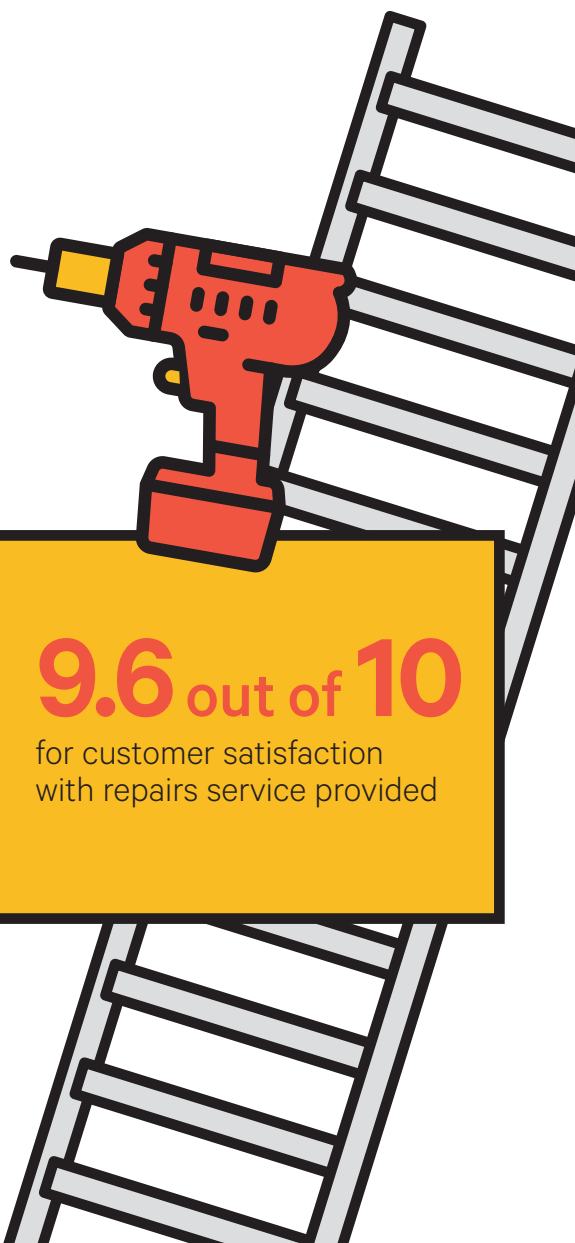
**236** roofs installed

# Repairs in tenants' homes

We are responsible for carrying out a range of repairs in our customers' homes to ensure they are kept in a good condition.

Our skilled staff, including plumbers, electricians, plasterers and bricklayers, work to maintain and repair homes, while our gas fitters service and repair heating systems.

Thirteen implemented a new repairs system in September 2017 which is better for allocating repairs jobs, improving services and increasing satisfaction for customers.



## Across the Tees Valley:

**86,129**

repairs completed  
(since October 17)

**97.79%**

repairs completed on the first  
visit (since September 17)

**9.6 out of 10**

for customer satisfaction  
with repairs service provided



# Customer satisfaction with services

Customer satisfaction is one of the major factors that provides Thirteen with a focus for its services.

The level of satisfaction among customers gives us a good indication as to the effectiveness of the services we provide and also where we need to make improvements. We listen carefully to what customers tell us through a number of surveys that we carry out with them.

## Across the Tees Valley:

**9 out of 10**

customers said they are happy with the quality of their home

Our customers rated their satisfaction with our gas services at

**9.5 out of 10**

**9 out of 10**

customers said that their rent provides value for money

## Improving neighbourhood services

Since the end of 2017, Thirteen has been working to bring about a fundamental change to the way we work within our communities. Tenants and customers told us that they wanted our staff to be more visible in neighbourhoods, helping them

to deal with the issues they face on a day-to-day basis. To help us do this, we're adopting an operating model to put neighbourhoods at the heart of our business.

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**511**

estate inspections carried out in our neighbourhoods

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**3,355**

new tenants contacted within 24 hours of starting their tenancy

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**5,886**

home visits carried out to support new tenants

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**2,688**

visits to customers in high-rise blocks to talk about fire safety

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## Care and support

Working in communities across the area, we provide services to meet the needs of vulnerable people and support them to make changes to help improve their quality of life. We support a wide range of people who face challenges in their lives and provide services for homeless people, ex-offenders, people with mental health issues, people recovering from substance misuse, families, women and young people.

We've been developing and delivering support services for over 30 years and we're always working with our service users and partners to develop our range of services to meet specific needs.

**618** referrals to support services



## Employment support

Thirteen provides support for people aged 15 to 29 to find work, training and education. The New Directions service works with young people and businesses across Teesside to successfully match young people with jobs, apprenticeships, training and work placements.

**The project helps young people and businesses to:**

- find quality information, advice and guidance about jobs, training and education
- find mentoring and support to plan a way into work or training
- develop the skills that businesses need
- overcome barriers to getting a job or training.

**527** people signed up to the New Directions programme

**321** people received an offer of employment, apprenticeship or training

**309** people took up the offer of employment, apprenticeships or training



## Developing new homes

Over the year, we have developed homes for people across the North East and North Yorkshire. This includes new developments at: Raby Gardens in Hartlepool; Bishopton Road in Middlesbrough; Mickledales in Redcar and Cleveland; Morley Carr Farm in Stockton; and the redevelopment of empty homes to bring them back into use for local people.

The development of new and empty homes supports the regeneration of the region and helps more people to access affordable rents in the area.

**295** on-site starts on affordable new home builds

**206** completed new-build affordable homes

Many new homes are in our development pipeline with 400 affordable homes to be built each year.



# Lettings

We've continued to create new homes for customers and tenants across the North East and North Yorkshire. This includes developing new homes to let and offering customers quality homes for affordable rent.

We have also brought existing empty homes back to life by carrying out extensive renovations to help people live in a quality, secure rental property.



Throughout 2017-18:

**8.2 out of 10**  
satisfaction score for the  
standard of property

**3,465** properties let  
to tenants.

This included:

**3,009** general needs homes

**333** homes for older people

**123** support housing properties

## Value for money



**£6.6m**

total savings across all Thirteen's services

**£70,000**

provided to Thirteen's social value fund to further support communities (based on the volume of work allocated)

## Rents and income

We work with customers who are having problems with rent payments.

Over the years, we have helped customers to claim millions of pounds in benefits to help them with their rent payments. To help with the implementation of Universal Credit in Hartlepool, Middlesbrough and Stockton, we have employed specialist staff to give customers support and advice with their UC claims.



By the end of 2017-18:

**20,765**

customers had a clear rent  
account

**11,363**

customers were in arrears

**2,373**

notices served for rent arrears



## Grounds maintenance

This year, we introduced a new way of measuring satisfaction with our grounds maintenance service by introducing Grounds Maintenance Inspectors. Twenty two customers have volunteered to become inspectors and are conducting on-site inspections after the grounds maintenance teams have been in their area. They report their findings

via online and paper questionnaires. The first round of surveys has just been analysed and the results will be used to monitor and improve the way the team works and delivers its services.

**408** homes are being supported through our Home Garden Service.

## Money advice

Thirteen's Money Advice Team provides customers with information to help them manage their finances and make the most of their money. The team helps customers and tenants to:

- claim the benefits they're entitled to
- deal with benefit problems
- deal with debt problems
- manage their money and budget for the things they need.

This year we have also employed staff to help customers who have problems with Universal Credit.



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**743**

Universal Credit cases managed

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**£1,295,828**

Universal Credit gained for claimants

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**1,056**

money advice cases

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**£2,734,427**

benefits gained for claimants

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## Anti-Social Behaviour

Throughout 2017-18:

**1,445**

anti-social behaviour cases reported to Thirteen

**9.7 out of 10**

for overall satisfaction with the service

## Preventing homelessness



We have a number of services across the region to help people who are homeless or at risk of homelessness.

The team is also responsible for helping people to move on from supported accommodation into more general accommodation with a social landlord. Thirteen works to identify people at risk of homelessness and to improve their lives by offering help, advice and practical support. This can include help with finding a home or a job, building resilience or working towards personal independence.

Across all our areas...

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**600**

referrals to Key Step homelessness project

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**1,458**

advice cases handled

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**111**

formal homelessness cases dealt with

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**449**

people/families prevented from becoming homeless

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**81**

people helped to move on from supported accommodation into general accommodation

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## Supported living

We own and manage Extra Care and sheltered housing schemes across the North East and North Yorkshire which offer specialist support to help older and vulnerable people to live independently.

Accommodation and support is flexible and tailored to suit customer requirements. Schemes also offer customers privacy while offering the chance to keep an active social life and remain in the heart of the community.

The supported living services help to sustain tenancies, reduce social isolation, promote wellbeing and reduce the impact on adult social care and health services.

We have provided:

**1,692** homes for people with medium to high level needs in sheltered accommodation

**28** homes for people with learning disabilities

**20** homes for Chinese elders

**499** Extra Care homes for older and vulnerable people across the region

**384** major aids and adaptations projects in people's homes

**1,908** minor aids and adaptations

**£1,080,000**

spent on home adaptations to help tenants remain in their homes

## Customer services

Our Customer Contact Team is the first point of contact for many customers and tenants when they get in touch with us.

The team manages a wide range of communications channels including phone, email and website. The team was recently awarded the most effective contact centre recruitment programme award at the UK National Contact Centre Awards.

Throughout 2017-18:

**334,389** calls answered

**23** seconds average call wait time



## Customer involvement

The Customer Involvement Team works with customers who want to be more involved with Thirteen, to bring fresh ideas, and help improve

services, neighbourhoods and opportunities for customers. Throughout 2017-18:

**303**

hours volunteered by customers

**74**

scrutiny recommendations to improve services

**111**

community funding grants awarded

**£149,981**

awarded for community funding projects