

# thirteen

Managing and building homes

## Impact of Thirteen's services in Middlesbrough

April 18 to March 19



# Making a real impact in our communities

At Thirteen, we've been working to help improve the lives of people in our neighbourhoods for years.

We provide homes, support and opportunities to grow. We're a not-for-profit organisation and focus on delivering our charitable objectives of providing housing, care and support for those who need it.

Thirteen is the largest housing association in the region, managing 34,000 homes across the North East and North Yorkshire. In Middlesbrough, Thirteen provides 11,136 homes. The range of services that we provide has a far-reaching impact for tenants, customers and the wider community across our area.

This document gives you some important information about these impacts and demonstrates how we're performing in these areas. We also collect and publish these figures to help us make changes to the way we work and improve the services we offer to customers.

The measurements cover the year from April 2018 to March 2019 and give you details about some of the impacts that Thirteen has in the area.

We also have more information about performance and Thirteen's impact on the area on the website at [www.thirteengroup.co.uk/aboutus](http://www.thirteengroup.co.uk/aboutus).

## Last year, tenants and customers said:

### They said:

Customers told us that improving customer satisfaction should be one of our key actions.

### We did:

We implemented actions including investing in our contact team and improving our repairs service, so that overall customer satisfaction with the services provided by Thirteen increased to 87%.

### They said:

Customers told us that they wanted us to have a clear understanding of our social impact in the Tees Valley.

### We did:

We used national standards to calculate that we have gained the equivalent of £1,244,667 in social value for our area and published our own social value report.

### They said:

Customers said that they wanted us to build more affordable homes.

### We did:

Last year, we built 401 new homes to rent or buy. We also acquired developer Gus Robinson to help us deliver more affordable homes.

### They said:

Customers told us that ensuring we are legal, compliant and safe, and that we ensure the delivery of a continuous value for money programme, were at the top of their list.

### We did:

When we were inspected by our regulator, we were given ratings of G1 for governance and V1 for finance - the highest possible ratings for housing organisations.

## This year, tenants and customers have said:

### They said:

Customers told us that they want us to focus on retaining current, and attracting new, customers.

### We're doing:

We're working on promoting our customer offer and are increasing the standard of our void properties to make them more attractive to new customers.

### They said:

Customers want us to ensure that we listen to tenants' views and concerns and also share their knowledge.

### We're doing:

We're implementing a new customer involvement framework to ensure we better involve customers. We're also developing and improving how we handle and learn from customer complaints.

### They said:

Customers told us they valued our plans to reduce the time to complete a repair further.

### We're doing:

Our trade operatives are receiving repair information on their tablet devices which will help speed up processes and improve the customer experience.

### They said:

Ensure we maximise the promotion of job vacancies so residents and tenants are aware of opportunities.

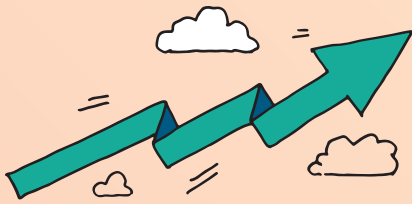
### We're doing:

We are promoting job and apprentice opportunities to customers on social media and offer exclusive vacancies through our employment support programme.

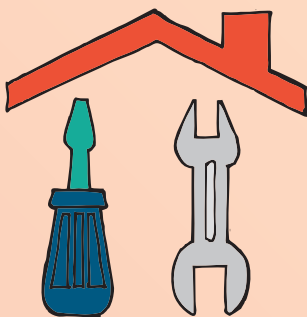


# Across the Tees Valley, every working day at Thirteen last year we...

Maintained our **regulatory financial** viability at V1 (the highest possible rating)



Maintained our **regulatory governance** rating at G1 (the highest possible rating)



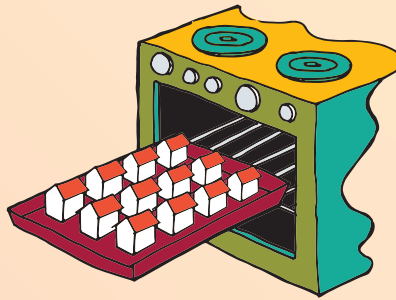
Invested **£382,000** in repairing tenants' homes

Invested **£6,000** to help tenants live independently at home

## £6,000



Built **1½** new homes



Provided **13** new homes for customers

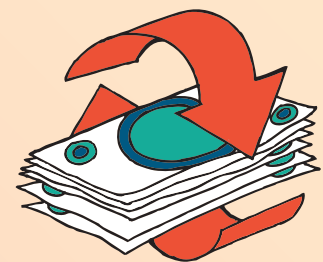


Gained **£8,948** in additional benefits for customers

Helped **seven** homeless people



Responded to **700** maintenance callouts



Gained **£4,055** in Universal Credit for customers



Resolved **1.3** complaints



Signed up **four people** to our employment and training programmes

## Investment in homes

From April 2018 to March 2019, we carried out **£5.4m of improvements to homes throughout Middlesbrough.**

This included replacing kitchens, bathrooms, boilers, and installing new roofs, windows and doors.

We also spent £214,000 on environmental improvements, including boundary schemes and work to improve neighbourhoods for customers and the people living around the homes we manage.



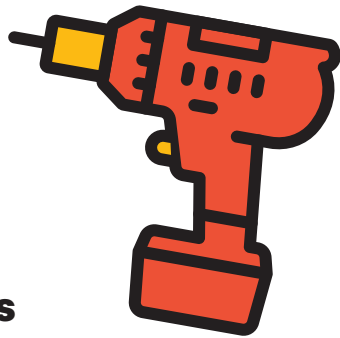
**779** boilers installed

**77** window installations

**57** door installations

**178** new kitchens installed

**39** new bathrooms installed



## Repairs in customers' homes

We carry out a range of repairs in our customers' homes to ensure they're kept in a good condition.

Our skilled staff include plumbers, electricians, plasterers and bricklayers who maintain and repair homes, together with gas fitters who service and repair heating systems.

We have continued to improve our repairs system to help better allocate repairs jobs, ensure a better service for customers and increase customer satisfaction.

## Customer satisfaction with services

Customer satisfaction is a major focus for Thirteen.

The satisfaction level among customers gives us a good indication as to how effective our services are, and 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:

**91%** percentage of customers satisfied with the quality of their home

**92%** percentage of customers who said their rent provides value for money

**96%** overall satisfaction with gas servicing

**72%** how likely customers are to recommend Thirteen as a landlord to others

**87%** percentage of customers who are satisfied with the overall services provided by Thirteen

### Across the Tees Valley:

**182,719** repairs completed

**98%** repairs completed on the first visit

Overall customer satisfaction with the repairs service we provide

**91%**

## Improving neighbourhood services

Since April 2018, we have fundamentally changed the way we work in our neighbourhoods.

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. So we adopted an operating model to put neighbourhoods at the heart of our business, with more neighbourhood co-ordinators managing a reduced number of properties.

**176** estate inspections carried out in Middlesbrough

**3,335** affordable properties let across the Tees Valley

**41** neighbourhood co-ordinators managing Thirteen's homes in Middlesbrough

Co-ordinators manage patches of an average

**350** homes



## Employment support

We help people aged 15 to 29, and tenants of any age, to find work, training and education.

Our employability services work with people and businesses across Teesside and County Durham to match them with jobs, apprenticeships, training and work placements.

The services help 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; and overcome barriers to getting a job or training.

Throughout our area, we helped 599 Thirteen tenants to take up employment, apprenticeships or training.

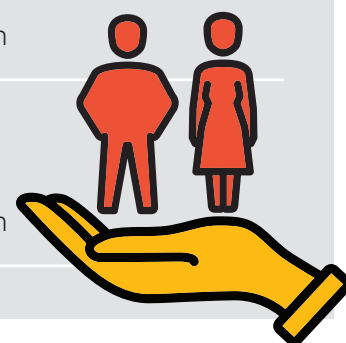
## Supported housing services in Middlesbrough

We provide services to meet the needs of vulnerable people and support them to improve their quality of life.

We support a wide range of people who face challenges in their lives including homeless people, ex-offenders, people with mental health issues, people recovering from substance misuse, families, women and young people.

**53** referrals to supported housing services in Middlesbrough

**50** people helped by supported housing services in Middlesbrough



**616** people signed up to our employment and training programme in Middlesbrough

**270** Thirteen tenants in Middlesbrough signed up to our employment and training programme

**238** people who received an offer of employment, apprenticeship or training in Middlesbrough

**233** people who took up the offer of employment, apprenticeships or training in Middlesbrough



## Developing new homes

We continue to develop new homes for people across the North East and North Yorkshire.

By developing new homes and bringing empty homes back to life, we're supporting the regeneration of the region. We are also helping more people to buy their own home and access properties for affordable rent.

Across our region, we completed 401 new affordable homes and spent £29m on developing them.

**2** affordable new homes completed in Middlesbrough

**102** on-site starts on affordable new homes

**16** affordable homes purchased

**3** empty property developments

**51** new homes completed for sale across the North East and Yorkshire



## Preventing homelessness

Our services help people who are homeless or at risk of homelessness.

We're also responsible for helping people to move on from supported accommodation and into more general accommodation with a social landlord.

Thirteen's teams work 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...

**416** people/families prevented from becoming homeless

**17** referrals to Thirteen's Key Step homelessness project

**1,830** formal homelessness cases dealt with

**1,010** advice cases have been handled

**793** homelessness applications taken

## Money advice in Middlesbrough

Thirteen's money advice team helps customers with their benefit problems, 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 worked with partners to create plans to tackle issues created by Universal Credit.

**861**

money advice cases

**925**

Universal Credit cases managed

**£41,895**

Universal Credit gained for claimants



**£1,264,178**

benefits gained for claimants

**£1,244,667**

social value gained across the Tees Valley

(find out more about social value at [www.thirteengroup.co.uk/aboutus](http://www.thirteengroup.co.uk/aboutus)).



## Involving customers

Thirteen involves customers and tenants to bring fresh ideas and help us to improve services, neighbourhoods and opportunities for all customers.

Involved customers help us to scrutinise our services and performance, consult on policies and strategies, and comply with regulations.

### Across the Tees Valley:

**35** people attended our first ever customer engagement conference in February 2019

Developed the new customer involvement framework to support customers to be involved in the development of Thirteen now and in the future

**£127,827** provided to local organisations from the community fund

**106** groups supported by the community fund

## Supported living in Middlesbrough

Our extra care and sheltered housing schemes offer specialist support to help older and vulnerable people to live independently for longer.

Accommodation and support is flexible and tailored to suit customer needs. Homes offer privacy as well as the chance to keep an active social life and remain at the heart of the community.

**737** sheltered homes with support services available in Middlesbrough

**8** homes for people with learning disabilities in Middlesbrough

**20** homes for Chinese elders in Middlesbrough

**129** extra care homes for older and vulnerable people in Middlesbrough

**184** major aids and adaptations projects in people's homes in Middlesbrough, including level access showers and stairlifts

**910** minor aids and adaptations in Middlesbrough, including items such as grab rails and lever taps

Across the Tees Valley, home adaptations to help tenants remain in their home:

**£1.6m** spent on adaptations

**2,600** tenants helped to maintain their independence



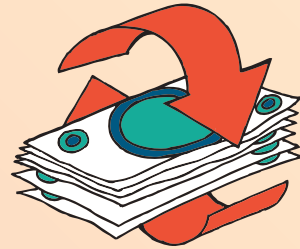
# Thirteen at a Glance



We reach out to more than



Investing **£1billion** in our area over the next five years



On course to deliver **151,000** repairs this year



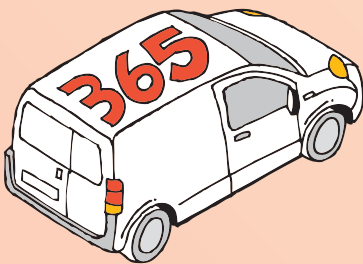
**£57m** into the Tees Valley economy last year through spending on staff and suppliers



Asset base of **£1bn**



**365** vehicles



Additional services help more than **6,500** people



gained for customers by our money advice service

**£128,000** of support for projects run by community groups



**1,240** people signed up to our employment and training programme







## Our Thirteen philosophy

At Thirteen we're all about providing homes, support and opportunities to grow. With a vision of a caring landlord and housing developer, we understand that everyone is an individual. We promise a home for their life. Whether that's a space to enjoy with family, a haven to return to every night or somewhere to put down roots, we're there to provide what customers prefer.

Putting customers at the heart of our business helps us shape the organisation and continue to ensure we're there for anyone who needs a home, and maybe a helping hand too. Our vision extends beyond homes to investing in their neighbourhoods and the wider Tees Valley too.



### 1. Our mission – why we are here

We provide homes, support and opportunities to grow.

### 2. Our vision

As a housing association, we are a caring landlord and housing developer. We're here to help anyone who needs a home. We're about investing in neighbourhoods and making a major contribution to the regeneration of the Tees Valley.

### 3. Our priorities

1. Great customer experience
2. Delivering quality places to live and improving neighbourhoods
3. Being Team Thirteen - considerate, smart and progressive

### 4 Our geographic focus

We operate across the North East and North Yorkshire. Our regeneration and social value work has a focus on the Tees Valley.

### 5. Our values

- Considerate: in our behaviour
- Smart: in the way we do things
- Progressive: we move things on





## £1bn investment

Looking ahead, between 2019 and 2024, we will invest over £1billion across the Tees Valley to improve homes for existing customers, building new homes, making improvements to neighbourhoods and into support services for customers.

This will help 2,000 people into training or employment, offer apprenticeships to 300 residents and aims to secure up to £6million in additional welfare benefits for customers.

Our investment in construction will also create up to 6,000 jobs.

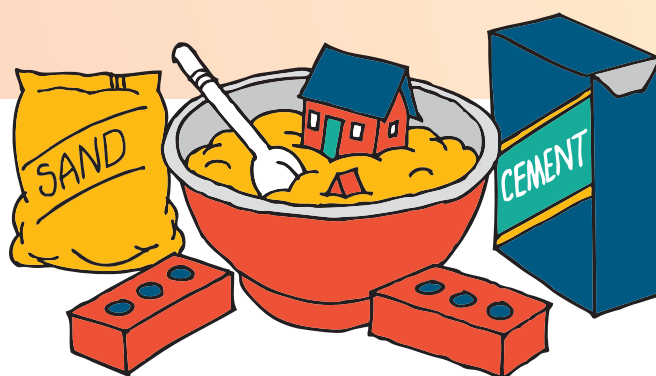
**Between 2019 and 2024, across the Tees Valley Thirteen is investing:**

**£159m** into services to support neighbourhoods and neighbourhood improvements, including employment and training for young people, money advice and help for people in crisis

**£59m** to build 298 market sale homes, with profits reinvested into Thirteen's social purpose.

**£393m** to build 3,000 affordable and shared ownership homes

**£411m** to improve up to 20,000 existing homes







**Contact us**

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