

The background of the slide is a photograph showing several hands of different ages and skin tones. One hand is holding a green marker and drawing a heart shape on a piece of pink paper. Other hands are visible, some with faint blue markings on them, suggesting a collaborative or community activity.

thirteen

Managing and building homes

# Social Value Overview 2018-19



# Background

Last year, we published Thirteen's second Social Value Summary, covering the impact our services had on communities, the local area, economy and doing our part for the environment over 2017/18.

This year, Thirteen's work has continued across our support programmes. We have made particular investment in helping customers with employment, skills, and money advice.

'Social value' as set out in the Social Value Act 2012 covers three key areas of impact: economic, environmental and social. The act makes it mandatory for public sector bodies to consider social value in their procurement activity. While it's not mandatory for Thirteen, it is good practice and something we have committed to in our company values.

We look at the three areas as follows:

**Social** – 'People and Communities'

**Economic** – 'Local Economy and Enterprise'

**Environmental** – 'The World Around Us'

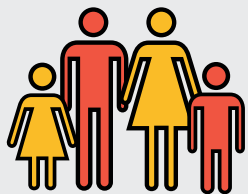
Creating social value at Thirteen means increasing the social, economic and environmental wellbeing of the people we work for and the communities we work in.

As in our last report, the measurements used are primarily tangible outcomes. These are the hard facts of what we have done and what it achieved. We also use the HACT (Housing Associations Charitable Trust) Calculator, which allows us to translate some of the social value we generate into the equivalent proxy, monetary value - a universal language which is understood by many other partners, commissioners and funders.

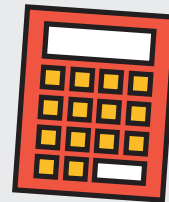


## Summary

**This report provides a snapshot of the added value we create from our everyday activities and some of the great work we've done to help our customers and neighbourhoods:**



Over **7,200** people have benefitted from help from services we provide over and above our usual landlord functions.



We have secured additional funding of around **£95,000** via our contracts with Travis Perkins and Prosper.



We invested over **£127,000** into initiatives which directly helped customers and communities and funded over 100 local projects.



The total social value recorded through HACT in 2018-19 was worth over **£5.3million**



Our money advice services put more than **£3.6million** straight back into the pockets of residents.



We put almost **£57million** into the Tees Valley economy through our spending on staff and suppliers, an increase of around **£9,000,000** on last year.

# Social Value Outcomes 2018-19

## People and Community

Supporting people and places to realise their true potential.



### Financial Inclusion

Many of our tenants have limited incomes and although managing with very low cash-flow makes some people expert at budgeting, it is also a fact that navigating complicated benefit systems, debts and unexpected outgoings means that there is always a need for support with finances to help customers to keep their tenancies secure.

The Money Advice Team provided **1,709 (Last year 1,052)** customers with specialist advice around debts, budgeting, benefits, and financial confidence. 70% of those customers were able to reduce their arrears within three months, and the team assisted them to gain **£3.68m (£2.7m)** in income, through unclaimed benefits, better budgeting, and arrangements with creditors.

The team has continued to measure social value outcomes through the HACT Wellbeing questionnaire, which allows a parallel to be drawn between an increase in income and an increase in an individual's wellbeing, by asking questions about how they feel about their circumstances. From this calculation, the team generated over **£1.24m (£1.60m)** in added social value.

Our Landlord Discretionary Housing Fund (LDHF) continued to assist around **1,100 (1,100)** customers affected by the bedroom tax, with **£932,000 (£818,000)** of investment. In the areas that the LDHF initiative is active, it has helped to increase sustainability of tenancies by 34% and arrears levels have reduced to less than half that of under-occupying households outside the scheme.

The Hardship Fund helped **115 (155)** people last year, with a total investment of **£34,992 (£73,000)**. **199 (172)** furniture/white goods awards were made at a cost of **£43,880**.



# Social Value Outcomes 2018-19

## People and Community

**Supporting people and places to realise their true potential.**

### The Community Fund

The Community Fund invested **£127,000 (£118,000)** in our communities last year to support a range of health, wellbeing and social activities for the elderly, disadvantaged children, and local interest groups. Sponsored projects included fitness classes, community fun days and a range of other social and community events across the Tees Valley.

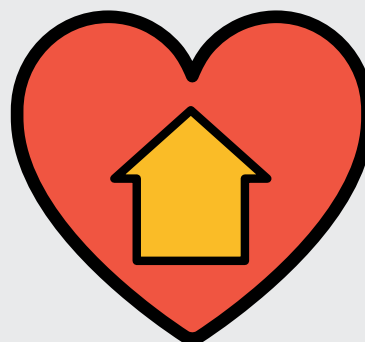
Of the £127,827, **£36,382 (£11,161)** helped fund 37 support groups and training opportunities run by residents in the community. This included a job club in Hardwick, IT training for residents in Stockton and a loan shark awareness even in Hartlepool.



### Support

Thirteen Care and Support provided **1,515 (1,458)** clients with over **29,000 (29,000)** hours of support in 2018-19, covering everything from personal care to budgeting and tenancy management.

Support to Stay accepted **208 (211)** customers into the scheme whose tenancies were at risk of failure (either through eviction or termination). Customers were provided with bespoke support for a range of issues, including property care, budgeting, benefits and life skills.



### Homelessness Prevention

Our Key Step service identifies young people at risk of homelessness across the Tees Valley area and works to improve their lives by offering support and advice. This support can include help with finding a home or a job or building resilience and independence. Last year, Key Step received **343 referrals 208 of which were accepted (552 received 295 accepted)** referrals.

**11 (13)** clients have been offered and accepted employment and **57** have now moved into a Key Step property provided by Thirteen. Measured through the HACT calculator, these outcomes generated almost **£256,000** in added social value.

#### Middlesbrough Homelessness Service

The homelessness service has prevented **747** individuals/families from becoming homeless. In the same time period 554 individuals/families were provided relief duty.

The homelessness service saw **3,067** 'presenting' themselves as homeless.

# Social Value Outcomes 2018-19

## Local Economy and Enterprise

**Increasing spending power in the local economy and supporting enterprise through employment and upskilling initiatives.**

**Our strategic plan gives a clear commitment to contribute to the economic regeneration of the Tees Valley region. Thirteen's key focus in this is to provide access to employment opportunities, education and training and upskilling in the community and our own workforce.**



### The 'Thirteen Pound'

As a large business, we are a key local employer and have significant spending power to be able to boost the regional economy. To this end, **86% (93%)** of our annual salary spend – almost **£39m (£33m)** goes back into the Tees Valley. Although the percentage is less than last year, we have invested £6m more into the Tees Valley. This is because the value of contracts in the Tees Valley area have increased and we have more people working at Thirteen living outside of the Tees Valley area.

**49% (63%)** of our supplier spend – over **£49m** – goes to suppliers based in the North East region, providing over **£21.4m** of support to local businesses in the Tees Valley area.



### Employability

Thirteen's Employability Service provides employability support to Thirteen tenants via a core employability function and services to the wider public via its New Directions Youth Employment Initiative (YEI) programme and other externally funded contracts.

Last year Thirteen's New Directions team supported **703 (500)** young people (aged 15-29) and helped them into employment, education, training and volunteering opportunities. As a result of this intensive support, **228 (233)** found full time employment, **55 (50)** moved into accredited training, **31** started apprenticeships and **19** entered full time education.

In addition, we introduced a wider offer for our tenants and their families, which supported another **435 (85)** people with employability advice, helped **83 (12)** people into full time jobs, and **40 (10)** into training, adding a further £160k to the HACT social value total.



## Social Value Outcomes 2018-19

# Local Economy and Enterprise

**Increasing spending power in the local economy and supporting enterprise through employment and upskilling initiatives.**



### Volunteering

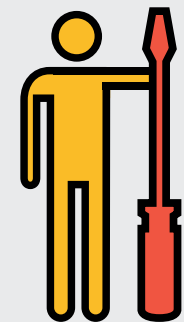
Our volunteer programme provided **7** more volunteers with skills for further employment. We have supported, **4** volunteers to move into employment, **1** of which has secured employment within thirteen. **7** have left to go into further education.



### Employee Investment

As well as supporting skills development in our communities, we are committed to developing our own workforce. In 2018-19, **£340,000 (£158,000)** was spent on training and upskilling our staff, including **£75,000 (£39,932)** towards professional and academic qualifications.

We also invested over **£273,787 (£39,932)** in **32 (14)** new apprenticeships across the business, in a variety of technical and business-related subjects. 14 of these apprentices have now finished the training and 10 of these successfully retained jobs within the organisation.



# Social Value Outcomes 2018-19

## The World Around Us

**Protecting the environment by investing in measures which help reduce our impact upon it.**

### The Community Fund

7% of activities subsidised by the Community Fund, used over £12,000 (**£20,000**) for green initiatives in our areas, including the Clarence's Small Allotment Project (Shed Provision), the farm for down to earth Tees Valley, Love Your Community event, a garden revamp for Meadowfield House, Hartlepool green links for Groundwork North East and Cumbria, a site garden for Kilmarnock Road Children & Young People Family Resource Centre and summer fun in the park for Wharton Trust.



### Social Value from the Supply Chain

Our contracts with Travis Perkins and Prosper returns a percentage of our spending with them into an investment fund which can be used for social value projects. In 2018/19, this generated around **£94,249 (£150,000)** which we plan to invest in projects to further our support of employment and skills building for our customers, and work to impact furniture poverty in the region.

### Stock Investment Work

In the last financial year, Thirteen invested **£27m** on carrying out major works and improvements on over **3,000** properties.

Continuing our efforts to improve the energy efficiency of our properties and reduce customers' fuel bills we have upgraded over **1,448 (1,700)** heating systems, over **206 (230)** new roofs and provided/renewed double glazing and front doors for over **336 (1,100)** homes.



## Case Studies

Sara (not her real name) came into our refuge service after fleeing an abusive relationship which she had been in for over 30-years. Her goals were focused around staying safe, building, and maintaining positive relationships and empowering herself so she could move on and find a home where she felt safe and secure.

She regularly attended group sessions within the refuge including art, craft, cooking and social sessions. She engaged well with staff and progressed quickly despite facing some barriers and challenges along the way and after just four months she was ready to move on.

She expressed the desire to return to the outskirts of the Stockton area, where she would feel safe while maintaining positive relationships with family and friends. She also wanted Thirteen to continue as her landlord. Her support worker helped her to bid

for the most appropriate properties to meet her safety and medical needs. Initially she was overlooked for a suitable property due to an issue on her housing application which was in respect of the perpetrator. Her support officer helped her resolve this and liaised with neighbourhood officers responsible for the area so hopefully this wouldn't affect any future bids.

As you can imagine she was extremely upset about being overlooked for her property of choice. However, staff in the refuge supported her to overcome this and empowered her to continue to look for suitable properties and bid for them. After more searching, she finally identified a bungalow in a cul-de-sac where she felt she would feel much safer and after filling in the application she was thrilled to find out she'd been successful. So, Thirteen gained a great tenant and in turn helped

provide her with safer accommodation in her area of choice,

As she had left her previous home with no belongings other than some clothes which she was able to pack in to her car, her support worker applied to Thirteen's hardship fund to help her purchase some white goods for her new property.

On leaving the refuge, Sara sent a card to staff in the Refuge on her departure which reads

**"To each and every one of you, I won't call you staff, because you have all been like my friends. I couldn't have got through the last four months without your support. I've been at my lowest and still shed a tear. When I'm by myself I miss my family so much and felt so alone. But with all your help I'm staying strong and I'm going to get through this and start again. Thank you everybody for your support. I will miss you all."**



## Case Studies

James was referred to Thirteen's employability service after becoming unemployed. During their first contact, his employability caseworker, Mark discussed the opportunities James could access on route to finding employment and suggested he may need support to create a top-quality CV as he had an interview the next morning. Mark made an appointment to see James the same day and they discussed his previous skills, experience and how to highlight these in an interview. Following Mark's support, James went on to receive a job offer. The position was based in Ferrybridge and James needed support to fund his accommodation up until his first wage. Mark linked an organisation called Launchpad and secured 11 nights accommodation worth £220, so he could start work.



## Case Studies

Six apprentices who started their training in joinery and gas engineering two years ago, have successfully passed their level 2 qualification and will now progress onto their level 3.

Working in partnership with Darlington College, the trade apprentices complete a professional qualification while they work alongside experienced trade operatives in repairs, gas and investment.

Three accounting apprentices Cameron Heathcock, Joan Couthard and George Pemberton are all progressing to AAT level 3. With Joan employed full time as credit control support and being named apprentice of the year at the Brick Awards and George employed on a temporary contract as accounts payable administrator.

Ashleigh Grey has successfully completed the business admin level 3 apprenticeship and is now employed full time as tenancy support.

Seven apprentices have completed the business admin level 2 qualification and are now moving onto the next steps.

Rebecca Young, Shannon Lyden, Tommy McGuire, Bianca McDonald, Bethany Doherty, Jo Callaghan and Dominic Knight have all passed with flying colours and there's been many more celebrations along the way.

Rebecca has a full time job as a contact advisor, Shannon as new homes delivery administrator, Tommy as a rent accounting administrator, also named apprentice of the year at the Brick Awards and the first apprentice to be a rising star and Bianca has a full time job as a universal credit administrator.

Jo has started a specialist qualification for his role and is working towards level 3 paralegal, while Dominic has started his new role as corporate host and has also began a specialist level 3 qualification for his role in facilities management.



## Case Studies

### **Investment work to benefit Thirteen customers living in a Billingham high-rise is complete.**

New windows have been fitted to over 130 homes at Prior and Melsonby Court and the buildings have a fresh new look, now that the painting, carried out by Mitie, has completed the project.

As an extra fire safety measure, Thirteen committed to installing a sprinkler system into the blocks, with the work being carried out by Omnizone. Site agent Sam White said: “Visibly, the work really improves the external appearance of the homes and the new windows will make them feel much warmer and improve their energy efficiency.”

The top four flats at Prior Court have also been renovated as part of the project. Sam continued: “It’s been a real team effort across the whole organisation. It’s also been great to see how all of Thirteen’s apprentices have benefitted from working with the teams, giving them the skills, which will help them as they progress in their careers.”

Electrical auditor Richard Bruin added: “This has been a fantastic opportunity for some of our third-year electrical apprentices. The work they have done was completed to a really high standard and we know that they are on the right path to becoming professional and competent electricians.”

This project is a great example of partnership working, not only with external contractors, but with all teams across the organisation.

