

thirteen

Quality places, thriving neighbourhoods

Year 2 delivery and outcomes
2023-2024



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We want to help local people create quality places and thriving neighbourhoods, making our communities a great place to live.

In 2022 we set out a vision to improve in a number of areas:



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thirteen

Managing and building homes

Introduction

Over the past 12 months teams across Thirteen have been working in our communities to deliver our locality plans.

What did the community say?

In every area we identified the same four themes, however, the issues in each area were different:

1. **crime and ASB**
2. **improving the environment**
3. **building social infrastructure**
4. **improving life chances**

Year two priorities:

- It was important in year two to develop locally relevant projects to support the delivery of the overarching four themes.
- Following colleague and community consultation, each area was given specific priorities to focus on in year two.



Using these key areas, we have worked to establish networks and community groups, supported the community with the cost of living crisis, improved the local areas and provided investment. Each of the locality areas have also benefitted from the following community resources in the last year:

- **community connectors**
- **housing services co-ordinators**
- **anti-social behaviour support**
- **tenancy support**
- **employability support**
- **10k community fund**

This booklet gives an overview of the work that has been delivered in our locality areas to tackle the main priorities, as well as the difference it has made and our priorities for the next year.

Primrose Hill / Wrensfeld

Regeneration priorities

Project	Activity
Retrofitting our homes	50 completions from a 60-home investment programme benefitting from new windows, doors, loft insulation, extractor fans and technology.
Increased litter bins in the area	Working with the community and school, three bins were purchased and placed in key locations, they are now well-used.

Social impact priorities and projects

Priority	Project	Activity
Sustainability of community provision	Addressing local need by developing community activities and increasing demand of current provision	Stay and play sessions delivered - to increase engagement with lone parents in the area. Middlesbrough Football Club Foundation project - youth provision - working and engaging with young people in and out of school. Day of action based at the community centre. Pioneering Care Partnership - emergency services and Thirteen services drop in and engagement events.
	Physical improvements to Primrose Hill Community Centre	Identified funding for a new boiler. Painted the centre using social value donations.
Supporting customers through cost of living	Debt collaboration project	Targeted advice and support from community resilience, tenancy support, employability and housing teams.
	The Bread-and-Butter Thing	Low-cost affordable food hub - supporting up to 100 people a week with access to affordable food.
	Casserole course	Four-week course cooking on a budget and reducing energy costs - slow cooker gifted and free membership to the local community grocery hub.

Social impact priorities and projects

Priority	Project	Activity
Supporting customers through cost of living	Warm space project	Providing residents with a warm space and access to advice and support in Newtown Community Centre.
	Clothing recycling	School uniform and winter coat project, collecting and distributing to the community.
Tackling untidy gardens	Communal garden maintenance	Worked with a local resident who had an interest in the garden, he was supplied with equipment and now regularly maintains it.
	Gathering the data	Garden surveys carried out by housing teams.
	Garden makeovers	Day of action – working with partners and customers we carried out five garden makeovers.
	Garden tool lending library	Purchased a range of gardening equipment (strimmers and lawnmowers) for community use.
	Upskilling the community	Working with Enterprise Made Simple to develop gardening courses and engaged with residents to generate interest.
	Big Clean 2023	Full estate clean up, garden makeovers, built planters and bird boxes.



Primrose Hill / Wrensfeld

Outcomes

Number of people engaged	130
Hours of engagement	2930
People into work	5
Number of volunteers	36
Hours volunteered	133
Money in people's pockets	£100,180
Money contributed by Thirteen	£8229
Money contributed by others (£1m Challenge)	£358,327
Environmental outcomes	6192kg
Garden makeovers	5

KPIs

Priority	Thirteen average	2022	2023	2024
Turnover	7.46%	11.24%	9.13%	7.96%
Arrears %	2.90%	4.98%	5.14%	4.49%
Estate score target	75%	65%	71%	77%

Year 3 priorities

1. Continue to strengthen existing community assets
 2. Improving life chances - linked to money in pockets and employment and skills
 3. Improving the local environment with a focus on garden condition, open spaces and fly-tipping.



Grove Hill

Regeneration priorities

Project	Progress
Hillside Gardens Housing Development	296 new homes. Development progressing. First handovers expected 2025. Worked with a local historian and local primary school to run a competition for children to name the development site.
CCTV Valley Road	Equipment purchased awaiting installation.
The Genesis Project	Funded new lighting in the eco shop that is more economically and environmentally sustainable.
Eden Road Asset Review	Concept/research phase. Options are demolition, disposal or investment. Development team are expected to provide information on plans for a potential new build on site.
Evergreen Walk	Garden renovation supported by Thirteen colleagues and local businesses.

Social impact priorities and projects

Priority	Project	Activity
Supporting the growth of Genesis and You Can (Jellystone)	Increasing activity and support provision	Established a regular drop-in for Thirteen services at The Genesis Project. This includes housing services, employability and occasionally customer involvement. Community marketplace – partnership event for the community. King's Coronation party community celebration held in Jellystone Park.
	Reducing road speed on Valley Road	Community speed watch initiative established - following consultation and accidents due to speeding and dangerous driving on Valley Road. CCTV planned to further decrease issues.
Improving the desirability of Eden Road and Valley Road	Improving the environment	Partnership big clean-up day

Social impact priorities and projects

Priority	Project	Activity
Youth and family activity	School engagement	Field trip to Thirteen's recycling centre Beech Grove litter pick Beech Grove tree planting Beech Grove environmental sessions Stop litter poster competition.
	Reducing road speed on Valley Road	Community speed watch initiative established - following consultation and accidents due to speeding and dangerous driving on Valley Road. CCTV planned to further decrease issues.
	Funding support for local provision	Grove Hill Toddlers - funding for activities. Beech Grove Breakfast Club - funding for indoor and outdoor play equipment.
	General family activities	Grove Hill fun day - community engagement with housing services and employability presence. Kids Kabin litter pick around Thorndyke Avenue and Laurel Avenue. Christmas wreath making workshop.
	Grove Hill Be Proud	Challenging the stigma around Grove Hill as a place to avoid rather than a place to be celebrated. We want to enhance local knowledge making residents of Grove Hill feel more connected and proud of where they live. Umbrella Hugs CIC engaged with five groups across Grove Hill and carried out creative local history workshops, including an exhibition of their work. Heritage Unlocked held a series of workshops around local history, creating postcards, debating and choosing the name of the new development.
Residents' voice	Tackling ASB on Evergreen Walk	Local residents and partnership group established.

Grove Hill

Outcomes

Number of people engaged	1132
Hours of engagement	9470
People into work	8
Number of volunteers	20
Hours volunteered	577
Money in people's pockets	£26,710
Money contributed by Thirteen	£7582.63
Money contributed by others (£1m Challenge)	£83,327
Environmental outcomes	8996kg

KPIs

Priority	Thirteen average	2022	2023	2024
Turnover	7.46%	6.54%	6.47%	5.46%
Arrears %	2.90%	4.50%	4.81%	4.21%
Estate score target	75%	65%	78%	66%

Year 3 priorities

1. Improving the environment - development of the land adjacent to the Palladium and improving our estate scores
2. Building social infrastructure - working with community organisations such as You Can and The Genesis Project
3. Improving life chances - targeted support to customers to put more money in their pockets and support into work and training.



Regeneration priorities

Project	Progress
Union Village Housing Development	145 new homes, 2, 3 and 4 bedroom homes and apartments in development. First customers expected to move in Summer 2024.
Pigeon deterrent	Pigeon netting to Southwell Court and Salisbury Court to reduce pigeon nuisance.
Ammerston Road alleyway clean up	Alleyway cleared so Thirteen customers are able to access gardens.
St James Mews communal area	<p>Worked with partners to reduce the height of a wall around the bin store area to deter anti-social behaviour.</p> <p>Introduced a shared water butt for communal use, used to tend to plants.</p> <p>Supported resident to lead on recycling in the street, who now holds and distributes clear bags.</p>
Middlesbrough community church	Donation of £5K towards the cost of a replacement boiler in a vital community hub.

Social impact priorities and projects

Priority	Project	Activity
Successful delivery of Gresham Gardens	Good neighbour agreement	Working with customers to develop a good neighbour agreement for the use of the gardens.
Improving the environment	Big clean/activity week work in September 2023 and March 2024	Week of activity across Gresham area, various agencies involved. Partnership project led by Thirteen with support from Middlesbrough Borough Council, Cleveland Fire Brigade, Thirteen estate services, Illegal Money Lending team and VCSE.
Creating sustainable communities	Community cohesion	<p>Christmas panto via partnership between Friends of Newport Hub and Thirteen.</p> <p>Christmas and Easter wreath making at Laycock Park Celebration.</p>
	Changing perceptions	Developing a customer and community video.

Social impact priorities and projects

Priority	Project	Activity
Creating sustainable communities	Putting money in customers' pockets	Credit union collection point created at streets ahead. Debt advice drop-in days. Cooking on a budget course with wrap around support. Christmas meal provision.

Outcomes

Number of people engaged	164
Hours of engagement	239
People into work	12
Number of volunteers	36
Hours volunteered	89
Money in people's pockets	£27,671
Money contributed by Thirteen	£9,276.19
Money contributed by others (£1m Challenge)	£161,609
Environmental outcomes	2690kg

KPIs

Priority	Thirteen average	2022	2023	2024
Turnover	7.46%	9.07%	12.75%	9.29%
Arrears %	2.90%	4.31%	4.28%	3.70%
Estate score target	75%	73%	76%	68%

Year 3 priorities

1. Work with customers to create Union Village community gardens
2. Improving the environment - working with partners
3. Improving turnover (with a focus on anti-social behaviour and money in customer's pockets).

Pallister Park

Regeneration priorities

Project	Progress
Bullring (bonfire area)	Continuation of community-led work around the Bullring area to provide a safe, accessible, well-maintained area for the community to come together, whilst reducing demand on services for fly-tipping. Fence painting and planting completed in year two.
CCTV	£31,732 to deliver Middlesbrough Borough Council managed CCTV in the Kimberley Drive area.

Social impact priorities and projects

Priority	Project	Activity
The bullring use	Creating new traditions	Three Christmas trees planted which the community decorated, and Christmas activities held. Halloween event on the Bullring.
	Week of action	Variety of activities arranged for children to engage during summer holidays. Included Thirteen pop-up info day, environmental day, blue light fun trail, social action project and youth provision. Various partners and agencies involved throughout the week.
	Youth provision	Relocation of younger children's youth provision to provide positive activities for children aged 6 to 10 years old. Pallister Park Pride of Place expansion of Church of Ascension Kids Kabin. Family outdoor engagement and activity programme. Sessions ran for six months, once a month. Families were transported to different quality areas of the North Yorkshire Moors in very cold weather where they had to work hard and complete tasks as a group.
Employment skills and volunteering		North Yorkshire Moors Families Explorer Club six month programme – recruited four volunteers. Pallister Park Pride of Place successfully applying for their own funding. Corpus Christi craft club.

Social impact priorities and projects

Priority	Project	Activity
Sustaining tenancies	Garden clearance	Community-led intervention to support a vulnerable family to clear their garden of brambles.

Outcomes

Number of people engaged	623
Hours of engagement	2608
People into work	6
Number of volunteers	68
Hours volunteered	586
Money in people's pockets	£14,448
Money contributed by Thirteen	£10,394
Money contributed by others (£1m Challenge)	£96,841
Environmental outcomes	1650kg

KPIs

Priority	Thirteen average	2022	2023	2024
Turnover	7.46%	6.81%	7.21%	6.99%
Arrears %	2.90%	4.66%	4.23%	3.28%
Estate score target	75%	60%	74%	67%

Year 3 priorities

1. Working with partners to deter youth anti-social behaviour
2. Improving the environment
3. Building social infrastructure and provision.

Regeneration priorities

Project	Progress
Potter Walk car park	New car park, addressing localised parking congestion and churning of grassed areas.
Brougham play park regeneration	Partnership project – work on hold due to weather conditions. Due to start early summer 2024.
Lime Crescent	Car park and housing designs completed. 33 residents engaged in consultation.
Two new street bins	New bins installed and readily used - positive feedback from residents.

Social impact priorities and projects

Priority	Project	Activity
Lime Crescent regeneration	Engagement and developing the options	BBQ and community consultation.
Youth engagement and activities	Engagement and activities	Halloween family event – supported by partners, including emergency services to engage and build better relationships with local people and youths.
	School engagement sessions	Illegal money lending educational sessions.
Supporting customers through the cost of living	Warm spaces	A space for residents to dry clothes, re-launched winter 2024 following low take up last year.
	Building skills and resident led groups	New craft group established to bring 11 residents together and learn new skills, whilst also saving money in the process.
	Supporting The Annex over Christmas	Hampers and meals provided for the community.
	Reducing illegal money lending activity	Door knocking and leaflet drop campaign advising of the dangers of illegal money lending.
Partnerships and community	Tall Ships big clean up event	Working with partners and the community to tidy up the streets and the main Tall Ships routes.

Outcomes

Number of people engaged	587
Hours of engagement	885
People into work	6
Number of volunteers	50
Hours volunteered	150
Money in people's pockets	£75,191
Money contributed by Thirteen	£32,500
Money contributed by others (£1m Challenge)	£418,520
Environmental outcomes	424kg

KPIs

Priority	Thirteen average	2022	2023	2024
Turnover	7.46%	7.19%	6.58%	7.96%
Arrears %	2.90%	3.93%	3.21%	2.90%
Estate score target	75%	83%	80%	70%

Year 3 priorities

1. Redevelopment of Lime Crescent
2. Improving the environment with a focus on reducing fly-tipping and motorbike nuisance
3. Building social infrastructure with a focus on youth provision and the regeneration of Brougham Park.







Thank you

Thank you to our customers, the community and partner organisations.

How to contact the community resilience team

You can contact the community resilience team on:

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