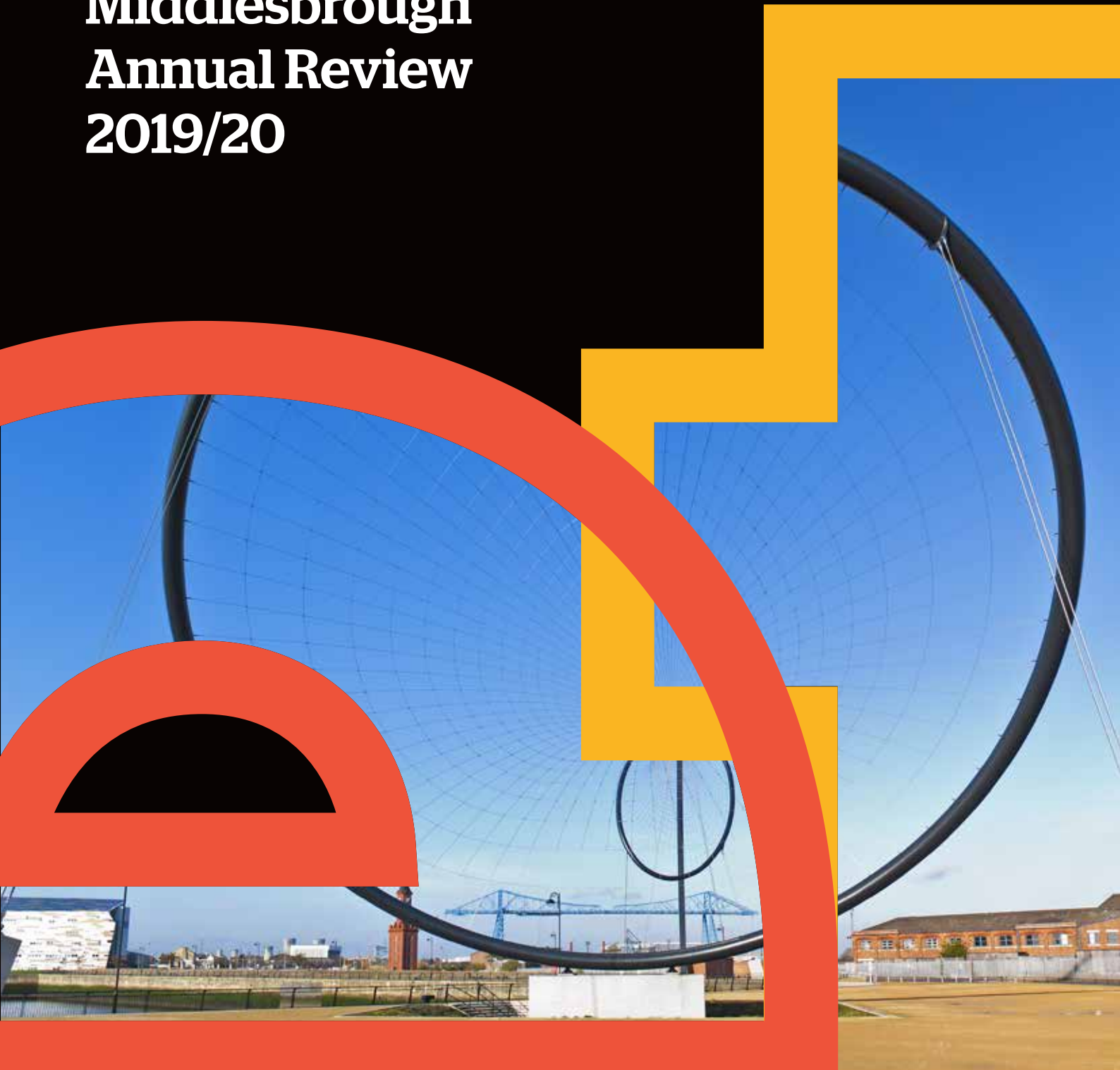


**thirteen**

Managing and building homes

**Middlesbrough  
Annual Review  
2019/20**





## Middlesbrough Annual Review 2019/20

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 11,606 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 quick and accessible information about the performance of Thirteen.

It gives details about our performance in several important areas across the organisation and some of the things we've done to improve our services between April 2019 and March 2020.

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).



# You said, we're doing

This year, tenants and customers said:



## They said:

They wanted to be able to manage their account in a more user-friendly and consistent way, improving their customer experience.



## We're doing:

We've listened to what customers have to say, and building on Touchpoint, we've created a new and exciting digital experience called My Thirteen where they'll be able to update their details, make a payment, check their account, book a repair and much more.

## They said:

They wanted a closer relationship with our teams.



## We're doing:

We've introduced an operating model that puts neighbourhoods at the heart of our business, so we know our areas and the people in them even more.

## They said:

They wanted to be more involved in monitoring and improving Thirteen's performance and services.



## We're doing:

We've introduced a framework to make it happen. It's called **BRICKS**, and it sets out what opportunities there are for customers to get involved:

- **B**uild relationships
- **R**eview services
- **I**nteract with all areas of our business
- **C**onsult with customers and stakeholders
- **K**nowledge gained and shared
- **S**hare findings and recommendations

## They said:

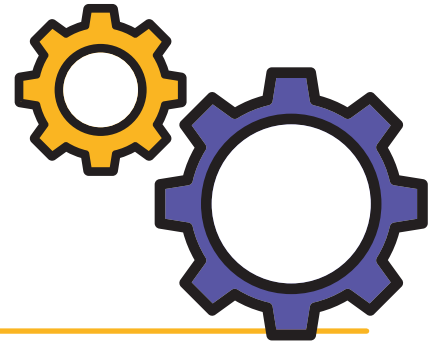
They wanted us to build more affordable homes.



## We're doing:

Last year, we built 419 new homes across the Tees Valley and beyond to rent or buy.

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



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

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

Completed  
**605** repairs

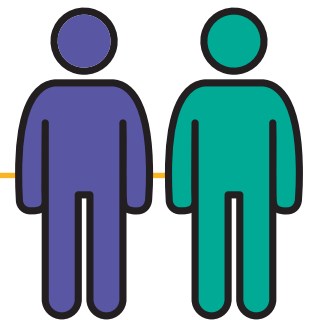
Invested  
**£4,367** to help tenants live  
independently at home

Invested  
**£128,352** in tenants' homes

Built  
**1.6** new homes

Gained  
**£20,568** in additional benefits  
for customers  
of which  
**£11,022** related to Universal  
Credit for customers

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



# What we've achieved throughout 2019-20



## Investment in homes

From April 2019 to March 2020, we carried out £7.5m of improvements to homes across Middlesbrough.

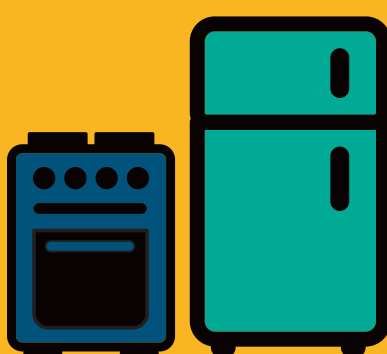
This included replacing kitchens, bathrooms, boilers, and installing new roofs, windows and doors.

### Across Middlesbrough:

**79** new kitchens installed

**26** new bathrooms installed

**596** boilers installed



**496** window installations

**320** door installations

**920** roofline installations



# 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.



# 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.



**Across all areas:**

**130,715** repairs completed

**97.99%** of repairs completed on the first visit

# Anti-Social Behaviour (ASB) **Across all areas:**

**1,748** ASB cases reported to Thirteen

**7.3 out of 10** overall satisfaction with the service

# 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.

## Across Middlesbrough:

**156** estate inspections carried out in Middlesbrough

**75** neighbourhood co-ordinators manage Thirteen homes in Middlesbrough



**9,759**

welcome visits carried out by neighbourhood co-ordinators in Middlesbrough

## Employment support in Middlesbrough

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

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

The service helps 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 all our areas, we helped 729 of our tenants to take up employment, apprenticeships or training.



## Across Middlesbrough:

**700** people signed up to our employment and training programme

**290** of our tenants signed up to our employment and training programme

**319** people who received an offer of employment apprenticeships or training

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

# 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 419 new affordable homes and spent over £52m on developing them.**



## Across Middlesbrough:

We invested

**£11.3m** in new homes in Middlesbrough

**96** affordable new homes completed in Middlesbrough

**3** schemes completed in Middlesbrough

# Lettings

As part of our new homes development programme, we also build new homes for affordable rent.

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



## Customer satisfaction scores for the standard of the property

Across all areas:

**8.1 out of 10**

Internal standard - fixtures and fittings

**8.1 out of 10**

Internal standard - decoration

**8.8 out of 10**

External standard - windows etc.

**3,524** properties let to customers

This included:

**2,982**

General needs homes

**117**

Extra Care

**218**

Supported housing properties

**207**

Homes for older people



# Preventing homelessness through Key Step

Our Key Step service helps 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 Middlesbrough:

**394** referrals to the Key Step homeless project

**113** formal homeless cases dealt with

**100** people or families prevented from becoming homeless

**27** people helped to move on from supported accommodation into general accommodation

## 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.

### Across Middlesbrough:

**1,102** money advice cases

**1,373** Universal Credit cases managed

Across all areas

**£5m** benefits gained for claimants

Of which

**£2.8** related to Universal Credit

Over

**£5.3m** social value gained across all our areas

This year, we have also worked with partners to create plans to tackle issues created by Universal Credit.





## 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.

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

Across all areas:

**1,583** hours volunteered by involved customers

**34** services changed or implemented as a result of customer involvement

**£149,557**

provided to local organisations from the community fund

**123** 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.

## Across Middlesbrough:

**64** referrals to supported housing services

**1,037** people helped by supported housing services

**20** homes for Chinese elders

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

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

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

**138** major aids and adaptation projects in people's homes in Middlesbrough

**836** minor aids and adaptations in Middlesbrough



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

**£1.6m**

spent on adaptations across the Tees Valley

## Customer services

Our Customer Contact Team is the first point of contact for many customers when they get in touch. They manage a wide range of communication channels including phone, emails and website.



### Across all areas:

**337,933**

calls answered

**22** seconds average call waiting time

 [www.thirteengroup.co.uk](http://www.thirteengroup.co.uk)

 0300 111 1000

**thirteen**

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