

# thirteen

Managing and building homes

## Impact of Thirteen's services in Middlesbrough

April 17 to March 18



## Thirteen at-a-glance

Thirteen manages almost 34,000 homes across the North East and North Yorkshire and the range of services that we provide has a far-reaching impact for tenants, customers and the wider community across our area.

This booklet provides some important information about these impacts and demonstrates how we are performing in these areas. The performance information in this booklet also helps us to make changes to the way we work and improve the services we offer to customers.

The figures cover the year from April 2017 to March 2018 and give you details about some of the impacts that Thirteen has in Middlesbrough.

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

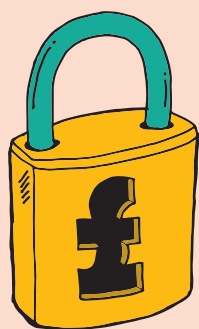
We manage just under



We reach out to more than



**customers**



**£350m**

of additional security  
with our lenders

Over

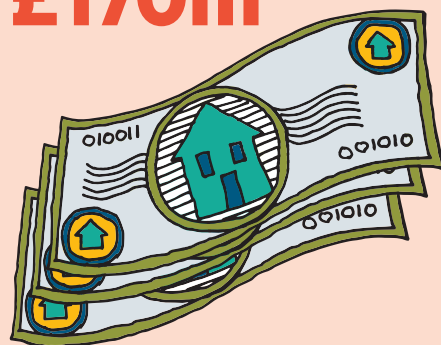
**£217m**

to be invested in  
our properties



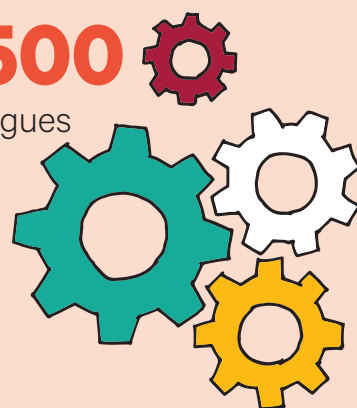
Turnover of more than

**£170m**



**1,500**

colleagues



creating over

**2,000**

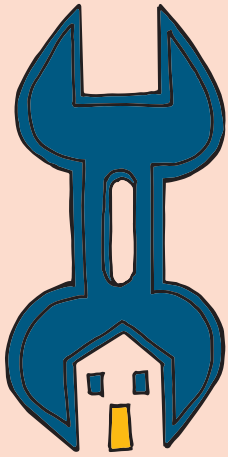
homes



Asset base of

**£1bn**





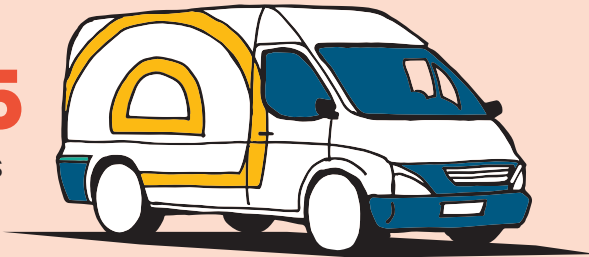
On course to deliver  
**151,000**  
**repairs**  
this year



**£48m**

into the Tees Valley economy last year through spending on staff and suppliers

**365**  
Vehicles



**£150,000**

of support for projects run by community groups



**£5.6m**

gained for customers by our money advice services

Found jobs, employment or training for more than  
**250**  
young people



Additional services help more than

**7,500** people



Care and support services help almost

**1,500** people,  
giving  
**29,000** hours



We complete more than  
**2,500**  
major and minor adaptations a year

**£20m** of our spending with suppliers supports Tees Valley businesses





## Investment in homes across Middlesbrough

Throughout 2017-18, we carried out £6,234,000 of improvements to homes throughout the town.

Over the next five years, we'll be continuing to invest in improving existing homes and to develop new properties in the North East and North Yorkshire. As part of this, we'll be spending millions in different areas to keep existing homes and grounds up-to-date. You can see the work we carried out in Middlesbrough throughout 2017-18:



**921** boilers installed

**259** window installations

**146** new kitchens installed

**23** door installation

**137** new bathrooms 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.

We have a range of skilled staff including plumbers, electricians, plasterers and bricklayers to maintain and repair homes, together with gas fitters who service and repair heating systems.

Thirteen implemented a new repairs system in September 2017 which has helped to better allocate repairs jobs, ensure a better service for customers and increase customer satisfaction.

Across the Tees Valley:

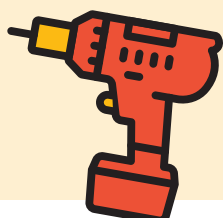
**86,129** **97.79%**

repairs completed (since October 17)

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 satisfaction levels 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

**Over 85%**

of our customers would recommend us to others, although we're working to improve this even further.

## Improving Neighbourhood Services across Middlesbrough

Since the end of 2017, Thirteen has been working to bring about a fundamental change to the operating model for 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.

**58**

estate inspections carried out in neighbourhoods in Middlesbrough

**1,153**

new tenants in Middlesbrough visited within four weeks of starting their tenancy

**1,124**

new tenants in Middlesbrough contacted within 24 hours of starting their tenancy



## Care and support

Working in communities across the area, we provide services to meet the needs of vulnerable people to support them to make changes and 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.

**359** referrals to tenancy support across the Tees Valley

**13** referrals to Darenth Crescent, Middlesbrough

**22** referrals to Leighton Road, Middlesbrough and its crash pad

**16** referrals to Middlesbrough Floating Support

**23** referrals to Penrith Road, Middlesbrough and its crash pad

## Employment support in Middlesbrough

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.

**218** people signed up to the New Directions programme across Middlesbrough

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

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

## Developing new homes in Middlesbrough

Over the year, we have identified land to develop 500 affordable new homes in Middlesbrough. 92 of these have started on-site at Bishopton Road and 16 new affordable homes have been purchased direct from developers at Nunthorpe and Rose Cottage.

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

**500** new affordable homes development land identified

**16** affordable homes purchased in Middlesbrough

**92** on-site starts on new homes in Middlesbrough

**20** empty properties redeveloped in North Ormesby Middlesbrough

## Money advice in Middlesbrough

Thirteen's Money Advice Team provides customers with details 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.

**648** money advice cases in Middlesbrough

**£2,049,774** in benefits gained for claimants in Middlesbrough

**£1,153,281** social value gained in Middlesbrough

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



## Preventing homelessness in the Tees Valley

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

Our teams are 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 works 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 the Tees Valley:

**449** people/families have been prevented from becoming homeless

**600** referrals to Key Step homelessness project

**111** formal homelessness cases have been dealt with

**1,458** advice cases have been handled

**81** people have been helped to move on from supported accommodation into general accommodation



## Supported living in Middlesbrough

We own and manage Extra Care and sheltered housing schemes across Middlesbrough which offer specialist support to help older and vulnerable people to live independently for longer.

Accommodation and support is flexible and tailored to suit customer requirements.

Schemes also provide customers with privacy while offering the chance to retain an active social life and remain at 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:

**720** homes for people with medium to high level needs in sheltered accommodation across Middlesbrough

**20** homes for Chinese elders at Tai Hua Court, Middlesbrough

**110** Extra Care homes for older and vulnerable people across the town

**141** major aids and adaptations projects in people's homes in Middlesbrough

**732** minor aids and adaptations in the town

**£365,000**

spent on home adaptations to help tenants remain in their homes

# Our Thirteen philosophy

Our Thirteen philosophy captures our strategy to build a stronger business with five component parts:

## 1 Our mission – why we are here

We provide homes, support and opportunities to grow.

## 2 Our vision

We are a caring landlord and housing developer. We're for anyone who needs a home and maybe a little help to get it. We're about investing in neighbourhoods and making a major contribution to the regeneration of the Tees Valley.

## 3 Our priorities

1. Delivering great customer service
2. Growing our business as a social entrepreneur
3. Contributing to regenerating the Tees Valley
4. Being Team Thirteen – high performing, collaborative and efficient

## 4 Our geographic focus

Our new affordable housing development work will focus on the Tees Valley. We will consider developments and services outside of the Tees Valley if it covers costs and generates profit. On the whole, we will not seek to be the landlord of properties beyond our core operating area of the Tees Valley.

## 5 Our values

- Considerate
- Smart
- Progressive



In a world where life can be a challenge for some people, we are a caring landlord and housing developer. We're for anyone who needs a home and maybe a little extra help to get it. We're against inequalities that limit our potential.

We value empathy, flexibility and reliability, provide homes, support and opportunities to grow and we promise a home for your life.

The homes and support services that Thirteen provides are just the beginning.

They provide the foundation from which to develop. A place to grow independence. Somewhere to begin a family. The security to enjoy retirement. The opportunities are limitless.

## Work with us...

As well as always improving what we do, we're growing. Growing our business to provide more affordable homes; homes for market sale, delivering regeneration projects and providing accommodation with care services.

But we're not a business that just wants to work alone. We can provide services on behalf of your organisation. Our skilled colleagues and committed board directors all work tirelessly to support over 70,000 tenants and customers, bringing a breadth of experience and a can-do attitude.

All this in an organisation of size and scale and in a strong financial position, but that still remains locally responsive.

At Thirteen, we're a willing partner – so just get in touch if you'd like to work with us.

