



thirteen

Managing and building homes

# **Impact of Thirteen's services in the North East and North Yorkshire**

April 17 to March 18

## Thirteen at-a-glance

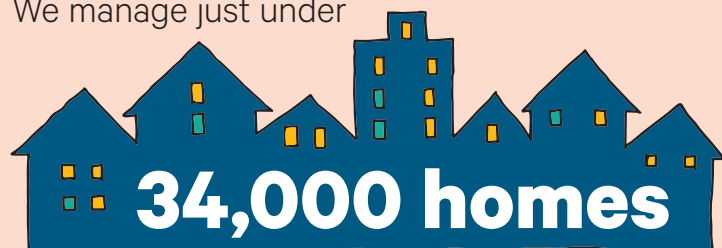
Thirteen manages almost 34,000 homes across the North East and North Yorkshire and the range of services that we provide has a far-reaching impact for tenants, customers and the wider community across our area.

This document provides some important information about these impacts and demonstrates how we are performing in these areas. The measurements below also help us to make changes to the way we work and improve the services we offer to customers.

The measurements cover the year from April 2017 to March 2018 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).

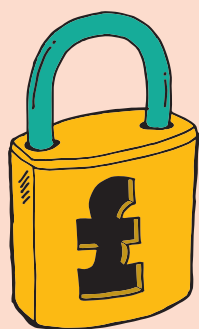
We manage just under



We reach out to more than



## customers



## £350m

of additional security  
with our lenders

Over

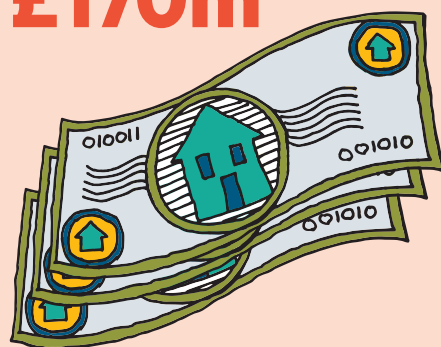
## £217m

to be invested in  
our properties



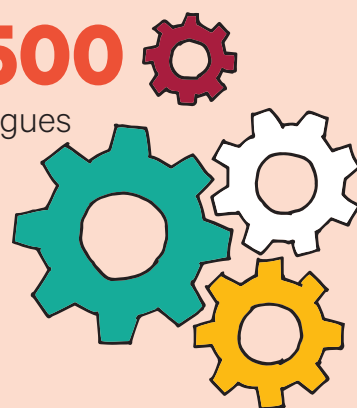
Turnover of more than

## £170m



## 1,500

colleagues



creating over

## 2,000

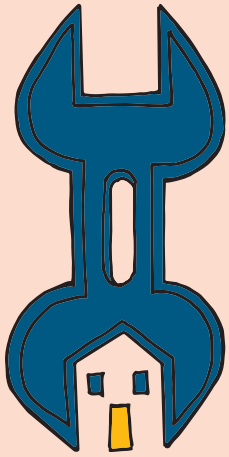
homes



Asset base of

## £1bn





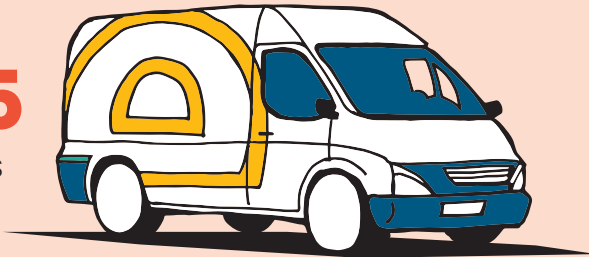
On course to deliver  
**151,000**  
**repairs**  
this year



**£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

Throughout 2017-18, we carried out £27m of improvements to homes throughout the areas we serve.

This included replacing kitchens, bathrooms, boilers, and installing new windows and doors. More than 800 people received new windows and doors.

We also spent £5m on environmental improvements, which included boundary schemes and work to improve neighbourhoods for our customers and the people living around the homes we manage.



**1,728** boilers installed

**959** window installations

**467** new kitchens installed

**159** door installations

**293** new bathrooms installed

**236** roof installations

## 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:

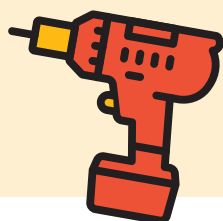
**86,129** **97.79%**

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

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.

**511**

estate inspections carried out in our neighbourhoods

**3,355**

new tenants contacted within 24 hours of starting their tenancy

**5,886**

tenants visited within four weeks of starting their tenancy

**2,688**

visits to customers in high rise blocks to talk about fire safety



## 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 to improve 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.



**618** referrals to support services

## Employment support

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.

**527** people signed up to the New Directions programme

**321** people received an offer of employment, apprenticeship or training

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



## Developing new homes

Over the year, we have developed new homes for people across the North East and North Yorkshire.

This includes new developments at: Raby Gardens in Hartlepool; Bishopton Road in Middlesbrough; Mickledales in Redcar and Cleveland; Morley Carr Farm in Stockton; and the redevelopment of empty homes to bring them back into use for local people.

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

**295** on-site starts on affordable new home builds

**206** completed new-build affordable homes



Many new homes are in our development pipeline with **400** new affordable homes to be built each year.

## Money advice

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.

**1,056** money advice cases **743** Universal Credit cases managed

**£2,734,427** benefits gained for claimants

**£1,295,828** Universal Credit gained for claimants

**£1,617,822** social value gained in the area

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



## Preventing homelessness

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

The team is 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 all our areas...

**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

We own and manage Extra Care and sheltered housing schemes across the North East and North Yorkshire 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 offer customers privacy while offering the chance to keep an active social life and remain in 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:

**1,692** homes for people with medium to high level needs in sheltered accommodation

**28** homes for people with learning disabilities

**20** homes for Chinese elders

**499** Extra Care homes for older and vulnerable people across the region

**384** major aids and adaptations projects in people's homes

**1,908** minor aids and adaptations

**£1,080,000**

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.

