



thirteen

Managing and building homes

Impact of Thirteen's services in Stockton

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 Stockton.

We also have more information about performance and Thirteen's impact in the area on our website at

www.thirteengroup.co.uk/aboutus.

We manage just under



We reach out to more than



customers



£350m

of additional security
with our lenders

Over

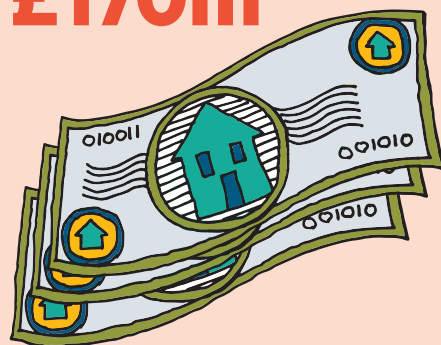
£217m

to be invested in
our properties



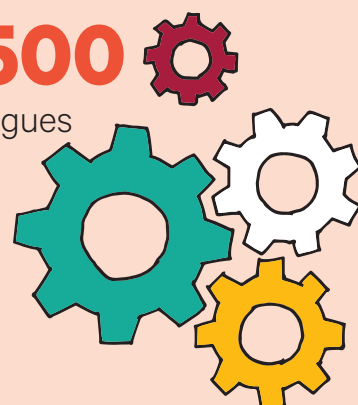
Turnover of more than

£170m



1,500

colleagues



creating over

2,000

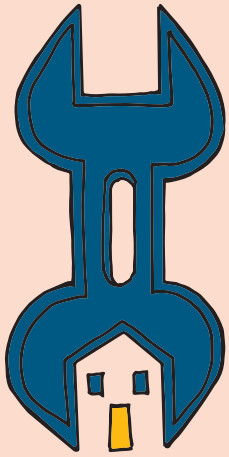
homes



Asset base of

£1bn





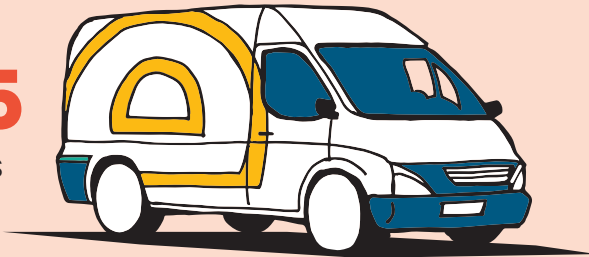
On course to deliver
151,000
repairs
this year



£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

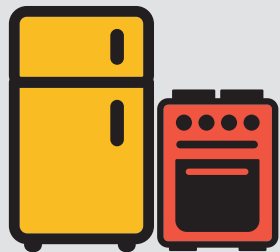


Investment in homes across Stockton

Throughout 2017-18, we carried out £7,350,000 of improvements to homes throughout Stockton.

Over the next five years, we'll be continuing to invest in improving existing homes and 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 across Stockton.

You can see the work we carried out in Stockton throughout 2017-18:



320 boilers installed

284 window installations

114 new kitchens installed

88 door installations

49 new bathrooms installed

220 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:

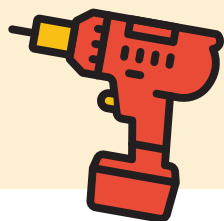
86,129 **97.79%**

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 in Stockton

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.

215

estate inspections carried out in Stockton neighbourhoods

3,740

visits to new tenants in Stockton to ensure they're settling into the new homes

1,240

new customers in Stockton contacted within 24 hours of starting their tenancy

2,688

visits to customers across Stockton 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 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

54 referrals to Stockton Floating Support



Employment support across Stockton

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.

264 people signed up to the New Directions programme

153 people received an offer of employment, apprenticeship or training

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



*4 people had an offer before starting with us

Developing new homes in Stockton

Over the year, we have developed new affordable homes for people across Stockton.

This includes new developments at Parkfield, Urlay Nook, Morley Carr Farm, Green Lane, Queensgate, Swainby Road and The Dales, as well as projects to redevelop empty homes to bring them back into use for local people.

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

86 on-site starts for new-build affordable homes

145 new-build affordable homes completed



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

Money advice in Stockton

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.

291 money advice cases in Stockton

£495,278 benefits gained for claimants in Stockton

£400,443 social value gained in Stockton

(find out more about social value at 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 Stockton

We own and manage Extra Care and sheltered housing schemes across Stockton 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 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've provided:

180 homes for people with medium to high level needs in sheltered accommodation in Stockton*

28 homes for people with learning disabilities across the town

80 Extra Care homes for older and vulnerable people across the town

111 major aids and adaptations projects in people's homes in Stockton

693 minor aids and adaptations across the town

£372,000

spent on home adaptations in Stockton to help tenants remain in their homes.

*41 homes run by separate provider

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.

