



thirteen

Managing and building homes

Social Value Overview 2017-18

Background

Last year, we published Thirteen's first Social Value Summary, covering the impact our services had on communities, the local area, economy and doing our part for the environment over 2016/17.

In 2017/18, Thirteen's work has continued across our support programmes. We have made particular investment in helping customers with employment, skills, and money advice.

'Social value' as set out in the Social Value Act 2012 covers three key areas of impact: economic, environmental and social. The act makes it mandatory for public sector bodies to consider social value in their procurement activity. While it's not mandatory for Thirteen, it is good practice and something we have committed to in our company values.

We look at the three areas as follows:

Social – 'People and Communities'

Economic – 'Local Economy and Enterprise'

Environmental – 'The World Around Us'

As in our last report, the measurements used are primarily tangible outcomes. These are the hard facts of what we have done and what it achieved. We also use the HACT (Housing Associations Charitable Trust) Calculator, which allows us to translate some of the social value we generate into the equivalent £ - a universal language which is understood by all.

So much of the added social value we create is about people, and is therefore seen most clearly in the impact on the person themselves.



Summary

This report provides a snapshot of the added value we create from our everyday activities and some of the great work we've done to help our customers and neighbourhoods:



We put almost **£57million** into the Tees Valley economy through our spending on staff and suppliers, an increase of around **£9,000,000** on last year.

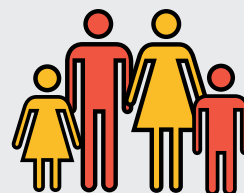


The total social value recorded through HACT in 2017-18 was worth over

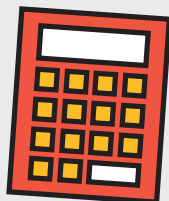
£5.3million



Our money advice services put more than **£2.7million** straight back into the pockets of residents.



Over **6,500** people have benefitted from help from services we provide over and above our usual landlord functions.



We have secured additional funding of around **£150,000** via our contracts with Travis Perkins and Prosper.



We invested over **£1million** into initiatives which directly helped customers and communities and funded over 100 projects.

Social Value Outcomes 2017-18

People and Community

Supporting people and places to realise their true potential.



Financial Inclusion

Many of our tenants have very limited incomes and although managing with very low cash-flow makes some people expert at budgeting, navigating complicated benefit systems, debts and unexpected outgoings means that there is always a need for support with finances to help customers to keep their tenancies secure.

The Money Advice Team provided **1,052 customers** with specialist advice around debts, budgeting, benefits, and financial confidence. 71% of those customers were able to reduce their arrears within **three** months, and the team assisted them to gain **£2.7m** in income, through unclaimed benefits, better budgeting, and arrangements with creditors.

The team has continued to measure social value outcomes through the HACT Wellbeing questionnaire, which allows a parallel to be drawn between an increase in income and an increase in an individual's wellbeing, by asking questions about how they feel about their circumstances. From this calculation, the team generated over **£1.6m** in added social value.

Our Landlord Discretionary Housing Fund continued to assist around **1,100** customers affected by the bedroom tax, with **£818,000 of investment**. In the areas that the LDHF initiative is active, it has helped to reduce the number of tenancy terminations by 34%, helping customers stay in their homes, and saving Thirteen around **£141,000** in potential rent loss. Arrears levels have reduced to less than half that of under-occupying households outside the scheme, allowing around **£3.3m** to be secured in rent over the year.

The Hardship Fund helped **346** people last year, with a total investment of **£75,000**. The fund was divided between Tees Valley Community Foundation, who provided furniture and white goods worth **£49,500** to **242** customers and internal hardship fund applications. These assisted **104** customers with direct financial assistance totalling **£26,000**, helping with the transition into employment, benefit issues and aid whilst engaging with support services, for example.



Social Value Outcomes 2017-18

People and Community

Supporting people and places to realise their true potential.

The Community Fund

The Community Fund invested **£118,000** in our communities last year to support a range of health and wellbeing and social activities for the elderly, disadvantaged children, and local interest groups. Sponsored projects included fitness classes, community fun days and a range of other social and community events across the Tees Valley.



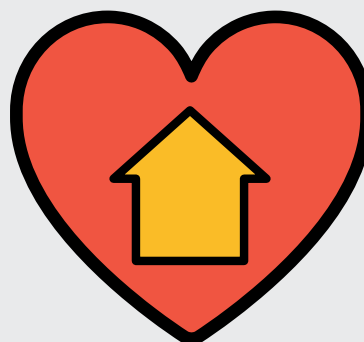
Independent Living

In the last year, Thirteen spent over **£1m** on adapting our properties to enable tenants to remain comfortable and independent in their homes. This includes almost **400** major changes and installations, and over **1,900** minor aids and adaptations.

Support

Thirteen Care and Support provided **1,458** clients with over **29,000** hours of support in 2017-18, covering everything from personal care to budgeting and tenancy management.

Support to Stay accepted **211** customers into the scheme whose tenancies were at risk of failure (either through eviction or termination). Customers were provided with bespoke support for a range of issues, including property care, budgeting, benefits and life skills. Helping these customers sustain their tenancies has also saved around £215,000 in possible rent loss.



Homelessness Prevention

Our Key Step service identifies young people at risk of homelessness across the Tees Valley area and works to improve their lives by offering support and advice. This support can include help with finding a home or a job, or building resilience and independence. Last year, Key Step had **162** referrals, all of which were accepted onto the project.

13 clients have been offered and accepted employment and 49 have moved into a Key Step property provided by Thirteen. Measured through the HACT calculator, these outcomes generated almost **£257,000** in added social value.

Our homelessness services combined have prevented **449** people/families from becoming homeless, and handled almost **1,500** advice cases in the last year. **81** residents of supported housing have also been helped to move on into their own independent homes.

Social Value Outcomes 2017-18

Local Economy and Enterprise

Increasing spending power in the local economy and supporting enterprise through employment and upskilling initiatives.

Our strategic plan gives a clear commitment to contribute to the economic regeneration of the Tees Valley region. Thirteen's key focus in this is to provide access to employment opportunities, education and training and upskilling in the community and our own workforce.



Employability

Our New Directions team worked with around **500** young people last year. New Directions is a Tees Valley-wide Youth Employment Initiative (YEI) partnership project offering bespoke support in employability and training for young people aged 15-29, with the aim to secure a route for clients into employment, training or education.

As a result of this intensive support, **233** have found full time employment, **50** have moved into accredited training, including **25** apprenticeships and **41** are now in full time education, generating over **£3m** in added social value through the HACT calculator.

In addition, we introduced a wider offer for our tenants and their families, which helped another **85** people with employability advice, and helped **12** people into full time jobs, and **10** into training, adding a further **£160,000** to the HACT social value total.

The 'Thirteen Pound'

As a large business, we are a key local employer and have significant spending power to be able to boost the regional economy. To this end, **93%** of our annual salary spend – over **£33m** goes back into the Tees Valley.

63% of our supplier spend – over **£43m** - stays in the North East region, providing over **£23.5m** of support to local businesses in the Tees Valley area.



The Community Fund

We invested **£11,161** last year to help fund support groups and training opportunities run by residents in the community. This included a job club in Hardwick, IT training for residents in Stockton and a Loan Shark awareness event in Hartlepool.

Social Value Outcomes 2017-18

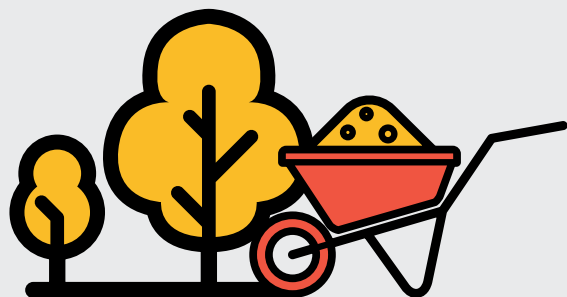
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Volunteering

Our volunteer programme in care and support services provided **20** more volunteers with skills for working in the care sector. **Eight** volunteers left to move into employment within a similar field **three** of which have secured employment within Thirteen and **five** left to go into further education. From going live in September 2015 the volunteer programme has won **three** awards, Outstanding Organisation of the Year, Peer Mentor of the Year and Volunteer Group of the Year.

We also supported **69** tenants to volunteer with us in tenant scrutiny, the customer council and other tenants' groups. In total, these arrangements generated over **£288,000** in added social value through the HACT calculator.



Employee Investment

As well as supporting skills development in our communities, we are committed to developing our own workforce. In 2017-18, **£158,388** was spent on training and upskilling our staff, including **£39,932** towards professional and academic qualifications.

We also invested over **£65,000** in 29 new apprenticeships across the business, in a variety of technical and business related subjects. 14 of these apprentices have now finished the training and 10 of these successfully retained jobs within the organisation.



Social Value Outcomes 2017-18

The World Around Us

Protecting the environment by investing in measures which help reduce our impact upon it.

The Community Fund

The Community Fund supported over **£20,000** of green initiatives in our areas, including a gardening tool lending scheme for residents in East Middlesbrough, horticultural projects in Hartlepool and Thorntree, a nursery play area in Rift House and part-funded the installation of security lighting in a park in Billingham.



Social Value from the Supply Chain

Our contracts with Travis Perkins and Prosper returns a percentage of our spending with them into an investment fund which can be used for social value projects. In 2017/18, this generated around **£150,000** which we plan to invest in projects to further our support of employment and skills building for our customers, and work to impact furniture poverty in the region.

Stock Investment Work

In the last financial year, Thirteen invested **£27m** on carrying out major work and improvements on over **3,000** properties.

Continuing our efforts to improve the energy efficiency of our properties and reduce customers' fuel bills we have upgraded over **1,700** heating systems, over **230** new roofs and provided/renewed double glazing and front doors for over **1,100** homes.

Carbon Footprint

Since last year, changes to our staffing structures and locations have meant that we have been able to reduce the distance travelled by colleagues by a further **139,000** miles, saving **£62,500** in travel costs.

We have also made significant investment in our Hudson Quay office's heating/cooling system to improve energy efficiency.

Basic calculations for this year's carbon footprint included:

- Staff miles travelled
- Fleet miles travelled (our commercial vehicles – e.g. repair vans)
- Gas usage
- Electricity usage

Minus the carbon offset by our solar energy generation, the total is **8316.5** tonnes, which is a reduction of almost 12%.

