



thirteen

**Support Services
Strategy:
Promoting independent
quality living**

Introduction

Supported accommodation, where a customer can access support, supervision, or care, alongside a place to call home, is an important part of Thirteen's work.

We have a strong history in this provision, which includes support for older people, getting people into work, those affected by domestic abuse, and more recently prison leavers, refugees and young people.

Why are these services so important?

Services are delivered under different names, with the overall objective being the same: to provide people with the help and support they need to live independently. Furthermore, these services also help our partners by reducing homelessness, supporting people into employment, and reducing reoffending rates, making communities stronger.

We understand there is an increasing demand for help to enable people to thrive in their own homes, build their resilience and have a better quality of life.

We have been able to provide successful services to individuals through securing contracts and commissions from local authorities and other public bodies.

We want to continue to deliver this vital support where we can, and we are focused on the areas where we can deliver the best outcomes for both commissioners and customers.



Following consultation with partners, local authorities, commissioners and customers, we have developed the following principles to guide our approach to support services:



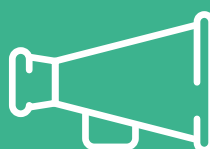
We'll be clear on what we will deliver and why.



We'll be clear on what we won't do.



We'll focus on our main operating areas of Tees Valley, the North East, West Yorkshire, Kingston upon Hull and East Riding of Yorkshire.



We'll do more to tell our story and celebrate our successes.



We'll work in partnership and collaborate.



We'll measure outcomes.



Employability

Some of our customers experience barriers to the labour market, whether this is through ill health, lack of experience, qualifications, confidence, or a lack of opportunities.

Employment and skills programmes can help with this.

[Read Martin and Steph's Employability story.](#)

Domestic abuse

Domestic abuse is one of the highest causes of homelessness. We need to work proactively to help address it.

[View a young parent's case study.](#)

Specialist supported accommodation needs

Supported housing plays a critical role in enabling people with learning disabilities and people with autism to live independently.

[View L's story.](#)

Ex-offenders

The North East has a higher percentage of ex-offenders who go on to reoffend. Having good quality and stable accommodation has been shown to be a contributing factor to reducing reoffending.

[Read about our Future Steps scheme.](#)



Refugees

Asylum seekers and refugees face many challenges including language barriers. We have a responsibility to support local authorities and national partners in achieving their objectives in relation to refugees.

Read Emad's story.

Homelessness

We have an obligation to house some customers through local authority nomination rights. Providing prevention and support services can assist in reducing homelessness.

Read Fred's story.

Care leavers

One in four young care leavers find themselves homeless at 18 years old. Assisting in the support provision for care leavers helps take the pressure away from both Thirteen and local authority resources.

View Ellie's story.



Better health outcomes

Those living in the North East are more likely to have a shorter lifespan and spend a larger proportion of their lives in poor health, as well as being more likely to die prematurely from preventable diseases. Partnership working can help address this.

[View Clair's story.](#)

Older people

By 2048, one in four people in the UK will be over 65. We want to do more to support our customers as they age.

[Take a quick tour of Pennyman House, one of Thirteen's extra care schemes in Middlesbrough.](#)



What we will deliver

- A more informed solution - understanding customer needs at source and assessing this at a local level to assist in a more planned support provision, stabilising individuals and communities and preventing issues forming in the longer term that pull on resources.
- Meaningful data and information on customers to shape future services.
- Support to key strategic partners to achieve their objectives.
- The opportunity to lead on strategic partnerships with existing commissioners to develop new models of support.
- More customer centric services based on a firm understanding of what works for individuals and communities.
- Regular evaluation of data to shape and improve outcomes.
- Partnership working with new commissioning structures to develop new models of support.
- An increase in the supply of new homes to meet specialised needs.



Get in touch

If you would like to talk to us about anything you have read, please contact:

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