

Quality places, thriving neighbourhoods

Year 1 delivery and outcomes
2022-2023



Contents

We want to help local people create quality places and thriving neighbourhoods, making our communities a great place to live.

In 2022 we set out a vision to improve 6 areas:

Middlesbrough

Grove Hill	4-5
Gresham	6-7
Pallister Park	8-9

Stockton-on-Tees

Primrose Hill	10-11
---------------	-------

Hartlepool

Owton Manor	12-13
Dyke House	14-15



Introduction

Over the past 12 months teams across Thirteen have been working in our communities to deliver our locality plans.

What did the community say?

In every area we identified the same 4 themes, however, the issues in each area were different:

1. **crime and ASB**
2. **improving the environment**
3. **building social infrastructure**
4. **improving life chances**

Year 1 priorities:

- embed the community development co-ordinator into the area
- build community trust, communication and an understanding of local needs
- identify quick wins
- establish local community forums or core groups of people who have an interest in the area
- develop social, environmental and economical projects to support local need



Using these key areas, we have worked to establish networks and community groups, supported the community with the cost of living crisis, improved the local areas and provided investment. Each of the locality areas have also benefitted from the following community resources in the last year:

- **community development co-ordinator**
- **housing services co-ordinator**
- **anti-social behaviour support**
- **tenancy support**
- **employability support**
- **10k community fund**

This booklet gives an overview of the work that has been delivered in our locality areas to tackle the main priorities, as well as the difference it has made and our priorities for the next year.

Grove Hill



Community engagement: establishing networks and community groups

- established a community forum with diverse participants, driving community-led activities
- developed a relationship with Beechgrove School supporting access to free materials, recycling workshops and a field trip to Thirteen's recycling centre
- supported 'You Can' with accessing funding for broadband, a credit union account, and free community celebrations for the King's Coronation
- helped with funding for 'Umbrella Hugs', a local heritage-based project with the aim of raising aspirations and connecting community groups together

Genesis Project:

- supported the refurbishment of Genesis Project's building, gardens and eco shop, as well as funding for fridges and freezers
- weekly employability drop-in sessions and support for 20 employees and volunteers to access First Aid in the workplace
- supported with the funding application to employ a part-time gardener to double output and keep the centre open five days a week
- delivered upcycling workshops with volunteers



Cost of living: supporting the community

- supported the growth of the Evergreen Walk resident group and funded their 'Heat and Eat' project which provided meals and a warm space for the community
- supported the winter warmer campaign which saw the distribution of around 2,000 tonnes of warm clothing from three community hubs in Grove Hill



Environmental projects: improving the area

- held a 'Big Clean Up' event with partners and colleagues to target fly-tipping, litter and environmental issues
- worked with Jellystone to develop a horticulture centre, and with Frade to develop a wellbeing space and garden improvements
- worked with Men's Shed to develop an unused, unkempt piece of land into a community garden
- wildflowers and trees were planted in environmental hot spots and worked in partnership with Middlesbrough Council to plant a commemorative rose garden

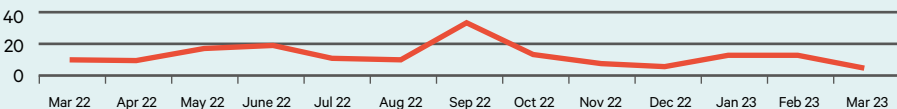
Outcomes:

People volunteering in the community	43
Volunteering hours	239
Customers engaged in activities	91
Customers supported	52
Customers signed up to credit union	12
Community groups established	2
Money in residents' pockets	£8,279
Tonnes rubbish removed	2.8 tonnes
Trees planted	400
£1m challenge – money raised for the community	£14,832.00
Regeneration funding	Brownfield Funding - £2.8M

Outputs:

Grove Hill	Thirteen average targets	2022	2023
Turnover	8%	6.54%	6.47%
Arrears	3.6 - 3.9%	4.50%	4.81%
Estate score	75%	65%	78%
Void loss	2%	2.95%	TBC

Grove Hill fly-tipping



Year 2 priorities:

1. Supporting the growth of Genesis Project and You Can
2. Improving the area by targeting hard to let properties
3. Working with partners to target empty properties, anti-social behaviour, and vandalism on Eden Road



Community engagement: establishing networks and community groups

- employability sessions across the area including at St Aiden's community centre and The Hope Foundation
- supported Streets Ahead and Middlesbrough Council to re-establish a local community council
- linked in with Friends of Newport Hub to support community-based projects
- worked with the MFC Foundation to deliver 18-weeks of family activities and delivered a social action project

Newport Primary School:

- delivered a community lesson on what is community and gain an understanding of the children's concerns living in the area
- worked with the MFC Foundation to engage with parents and children and encourage them to bring social value to the community
- raising awareness of loan sharks with England Illegal Money Lending Team through a picture competition, with the winning entry displayed outside the school
- a commissioned drama group delivered a Christmas pantomime to children outlining what a loan shark is and the support available



Cost of living: supporting the community

- provided a retractable communal washing line for use by Southwell and Salisbury residents to replace the unsafe self-made line that was in place
- Thirteen's recycling centre delivered an upcycling workshop to children identified by Newport Primary School to turn upcycled material into handwarmers
- provided the eco shop with a community freezer for food with a longer shelf life to reduce food waste



Environmental projects: improving the area

- held a 'Big Clean Up' event with partners and colleagues to target fly-tipping, litter and environmental issues
- held a mini clean up with partners at Gough Close ahead of Mischief Night to tackle fly-tipping and remove any potential risk of fire
- fruit tree planting alongside Linx Youth group in an identified area
- provided litter picking equipment for community use in the Newport area
- a partnership approach to have an alley clean at Tennyson Street and use it as an opportunity to engage with businesses and residents to encourage reporting on litter and fly-tipping

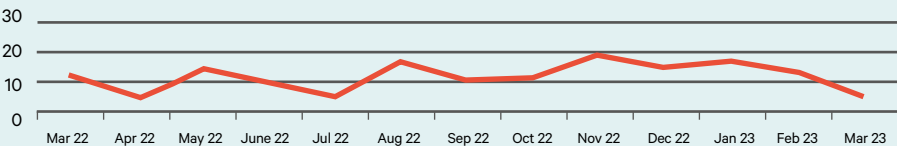
Outcomes:

People volunteering in the community	35
Volunteering hours	52
Customers engaged in activities	38
Customers supported (tenancy support)	39
Customers supported (employability team)	102
Customers signed up to credit union	5
Residents helped into work	12
Money in residents' pockets	£1,630.11
Community forum established	6 members
Tonnes rubbish removed	5.9 tonnes
Trees planted	400
£1m challenge – money raised for the community	£300k

Outputs:

Gresham	Thirteen average targets	2022	2023
Turnover	8%	9.07%	12.75%
Arrears	3.6 - 3.9%	4.31%	4.28%
Estate score	75%	73%	76%
Void loss	2%		TBC

Gresham fly-tipping



Year 2 priorities:

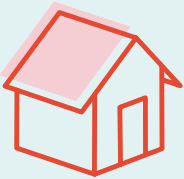
1. Develop a risk and mitigation plan to ensure the successful delivery of the Union Village communal gardens
2. Develop an understanding and an action plan to reduce turnover
3. Target environmental hot spots with recycling and other initiatives

Pallister Park



Community engagement: establishing networks and community groups

- developed a relationship with Corpus Christi School which included attending events and working with Thirteen's employability team and housing services
- established a community forum with diverse participants, driving community-led activities
- developed a relationship with Unity City Academy where Thirteen now sit on the Academy Community Council. Meal support was also provided as part of the holiday activity fund
- created younger children's provision for Kids Kabin



Reducing empty properties:

- regular housing surgeries and employability sessions held in Bellemy Court and areas of Pallister Park
- introduced a safer street community development co-ordinator
- Pallister Park Pride of Place Community Group were funded to buy a gazebo, flat bed trollies, and tables to help them run community activities



Environmental projects: improving the area

- held a 'Big Clean Up' event with partners and colleagues to target fly-tipping, litter and environmental issues
- worked with Youth Focus North East on a project which saw £500 donation for six garden makeovers
- alleys and walkways were cleaned up and residents were given information packs about keeping their community clean

The Bullring:

- the community at the Bullring have planted shrubs and flowers around the grassed area to make improvements, following the reduction of the space being used for an annual bonfire
- an event held for the King's Coronation which saw over 250 people come together
- teams across Thirteen including business growth and corporate affairs have visited the area to get to know the community and improve the environment
- funded a social action project by Youth Focus North East on the Bullring to engage with families and children

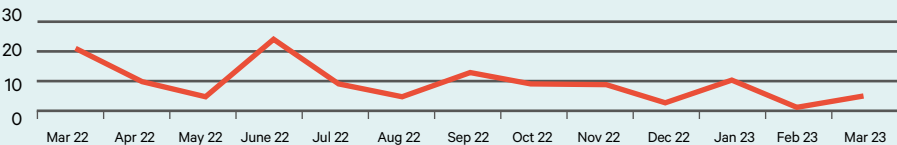
Outcomes:

People volunteering in the community	44
Volunteering hours	648
Customers engaged in activities	410
Customers supported (tenancy support)	74
Customers supported (employability team)	40
Customers signed up to credit union	11
Residents helped into work	2
Money in residents' pockets	£5,019.34
Community forum established	15 members
Tonnes rubbish removed	3.7 tonnes, 1500kg from road sweeper, additional 4 tonnes from skips and a beck clearance
Trees planted	600
£1m challenge – money raised for the community	£274,640.00

Outputs:

Pallister Park	Thirteen average targets	2022	2023
Turnover	8%	6.81%	7.21%
Arrears	3.6 - 3.9%	4.66%	4.23%
Estate score	75%	60%	74%
Void loss	2%	2.53%	TBC

Pallister Park fly-tipping



Year 2 priorities:

- 1.** Support the community to create a new tradition at the Bullring
- 2.** Reduce the impact of cost of living
- 3.** Improve the desirability of the area to reduce turnover

Primrose Hill



Community engagement: establishing networks and community groups

- provided the youth club with equipment including electronic gaming and arts and crafts materials to enhance the clubs offer and to reduce ASB
- established a 'Stay and Play' session to bring families with small children together toys and equipment were provided for 'Stay and Play' and colleagues were on hand for support
- purchased equipment for the dementia group to enable group activities to take place
- established a community forum with diverse participants, driving community-led activities
- worked with EPIC Teesside, England Illegal Money Lending Team (IMLT) and young people from Primrose Hill Youth Club to create a performance about illegal money lending which was presented on stage to family and friends and recorded to be shown in other areas



Investment:

- 17 properties in Dundas Street that had been empty for a long time were sold to a local landlord so substantial investment could take place
- the properties are now occupied which helped to reduce ASB



Cost of living: supporting the community

- worked with Sprouts community food charity to provide a 4-week course to help with cooking on a budget
- once the course had been completed, the participants received a slow cooker to take home as well as a subscription to the local eco shop



Environmental projects: improving the area

- developed a community growing area in the rear of the Primrose Hill community centre
- held a 'Big Clean Up' event with partners and colleagues to target fly-tipping, litter and environmental issues
- 200 trees planted on Stockton Borough Council's land to enhance the area and improve on the local biodiversity

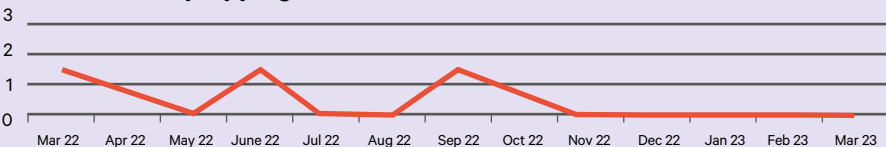
Outcomes:

People volunteering in the community	21
Volunteering hours	41
Customers engaged in activities	138
Customers supported (tenancy support)	28
Customers supported (employability team)	65
Customers signed up to credit union	9
Residents helped into work	5
Money in residents' pockets	£4,210.33
Community forum established	6 members
Tonnes rubbish removed	5 tonnes removed, 14 flatbeds of bulky items and 52 bags of rubbish
Trees planted	200
£1m challenge – money raised for the community	£368,249.00

Outputs:

Primrose Hill	Thirteen average targets	2022	2023
Turnover	8%	11.24%	9.13%
Arrears	3.6 - 3.9%	4.98%	5.14%
Estate score	75%	65%	71%
Void loss	2%		TBC

Primrose Hill fly-tipping



Year 2 priorities:

- 1.** Supporting EPIC Teesside with plans to keep the community centre open
- 2.** Reducing debt
- 3.** Improving garden conditions of both empty and occupied homes

Owton Manor



Community engagement: establishing networks and community groups

- funded a security fence for the Kilmarnock Centre to reduce ASB and its impact on the centre and community garden
- regular job clubs to support people in the community with creating a CV, applying for training and jobs, as well as offering help with interview preparation



Cost of living: supporting the community

- community hub south received kitchen appliances and a makeover to provide a more efficient, safer, and cleaner kitchen
- the community hub can now continue to provide low cost meals to the community and can improve the storage of surplus food



Environmental projects: improving the area

Grange Primary School:

- worked with the children to design and create a mindfulness garden and outdoor growing space which they will continue to care for
- new planters and beds were provided and vegetables and fruit bushes were planted
- bird boxes and bug hotels were installed
- Thirteen's environmental specialists delivered Take Control sessions to parents and children to improve awareness of environmental issues and educate on ways to make a difference



Investment:

- worked with Equans to deliver the first retrofit project for Thirteen which has seen 57 properties (a mixture of houses, bungalows, and flats) receive improvements such as new windows and doors, wall and loft insulation and improved ventilation.
- further investment includes a £3m programme across 281 properties covering rewires, kitchens, bathrooms and heating systems

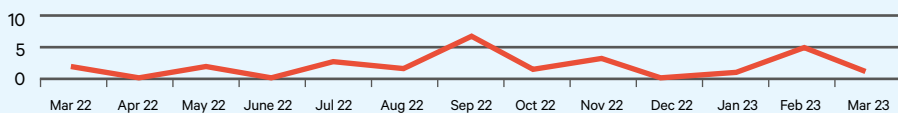
Outcomes:

People volunteering in the community	228
Volunteering hours	293
Customers engaged in activities	114
Customers supported (tenancy support)	73
Customers supported (employability team)	57
Residents helped into work	4
Money in residents' pockets	£4,943.40
Community forum established	5 members
£1m challenge – money raised for the community	£11,530

Outputs:

Owton Manor	Thirteen average targets	2022	2023
Turnover	8%	7.65%	7.08%
Arrears	3.6 - 3.9%	2.36%	2.09%
Estate score	75%	84%	86%
Void loss	2%	1.82%	TBC

Owton Manor fly-tipping



Year 2 priorities:

1.

Maintain close working partnerships in the area

2.

Improve desirability of flats

Dyke House



Community engagement: establishing networks and community groups

- developed a football boot recycling scheme in partnership with Brougham Primary School and FC Hartlepool to re-use unwanted football boots and provide them to other children
- provided funding for a young customer to sail on a tall ship as part of the Tall Ships Races 2023 in Hartlepool
- held community-led activities ahead of the Tall Ships event including litter picks and children at The Annexe created a decorative sail for the centre
- regular job clubs to support people in the community with creating a CV, applying for training and jobs, as well as offering help with interview preparation



Cost of living: supporting the community

The Annexe

- partnered with The Wharton Trust to develop a dedicated warm space area, where residents can socialise, stay warm, and make use of the other facilities The Annexe has to offer
- provided a community oven and an area where tenants can bring food and make use of slow cookers
- created a room dedicated to drying clothes with airers, dehumidifiers, a heat pump tumble dryer and fans
- a £4,000 contribution to fit solar panels across the building



Environmental projects: improving the area

- held a 'Big Clean Up' event which included community activities, pop-up stalls, entertainment and an estate clean up

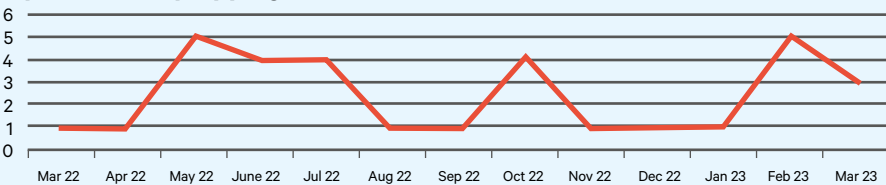
Outcomes:

People volunteering in the community	243
Volunteering hours	272
Customers engaged in activities	132
Customers supported (tenancy support)	51
Customers supported (employability team)	56
Residents helped into work	4
Money in residents' pockets	£10,039.24
Credit union sign ups	5
Community forum established	6 members
Tonnes rubbish removed	20 Tonnes, 53 bags of rubbish and 4 skips
£1m challenge – money raised for the community	£28,850
Community resources	6 computers donated to support the job club

Outputs:

Dyke House	Thirteen average targets	2022	2023
Turnover	8%	7.19%	6.58%
Arrears	3.6 - 3.9%	3.93%	3.21%
Estate score	75%	83%	80%
Void loss	2%	1.63%	TBC

Dyke House fly-tipping



Year 2 priorities:

1. Find a solution for the Lime Crescent site to improve the area and reduce parking issues
2. Reduce the impact of the cost of living
3. Increase youth provision through Brougham Park regeneration and other projects

How to contact the community resilience team

You can contact the community resilience team on:

- ✉ community.resilience@thirteengroup.co.uk
- 🌐 www.thirteengroup.co.uk
- ☎ 0300 111 1000

