

A year in review

Annual Report 2018/2019



Everyone in a better place

Housing | Wellbeing | Community | Learning

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Welcome from our Chair



I am delighted to once again be introducing Tyne's Annual Report. This year has been an incredibly successful and exciting time for the organisation, we've consolidated and grown, taken the time to understand our impact, reflected and refined our purpose and values, enhanced our organisational infrastructure and most importantly developed and improved our services in order to better support vulnerable people across Tyneside.

Our focus on improving and delivering better services runs deep through the organisation, this is demonstrated in the rise of successful move-on for our residents and our ever-strengthening partnership with Homes England amongst much more. Our board of trustees has grown with the addition of five new members who will bring a wealth of knowledge, experience and sound values to the organisation.

It's important to note that none of this work would be possible without our team of dedicated board members and of course our incredible staff team who exude belief in their role and work tirelessly to improve our organisational effectiveness as well as transforming lives of vulnerable people across the region.

On a personal level, after four years, this will be my last full year as Chair of the Tyne Board and in September 2019 I'll be departing from the board completely. These four years have seen enormous change for Tyne, with the Board having considered three merger proposals and having radically changed and strengthened the senior staffing.

Each of these changes has developed the organisation further, and we now have a Chief Executive who is steeped in supported housing and able to take the organisation forward from the firm base established by those before him. Having considered mergers, we have reaffirmed our self-belief and are proud of our independence, understanding there's a real need for a strong, value-driven, stand-alone organisation whose total focus is working with the otherwise most excluded people in our community.

Although I'll no longer sit on the Tyne board, I'm looking forward to seeing what's to come for Tyne, in what I'm positive will be an incredibly successful future.

Graham Brown
Chair

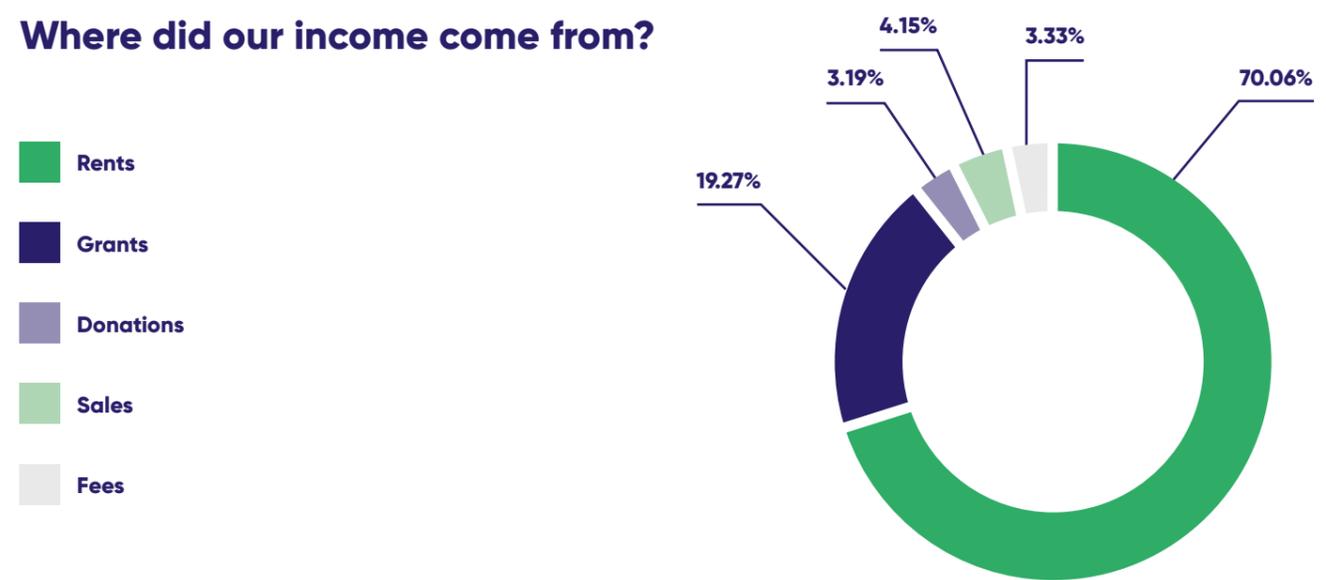


We're here to help get people to a better place

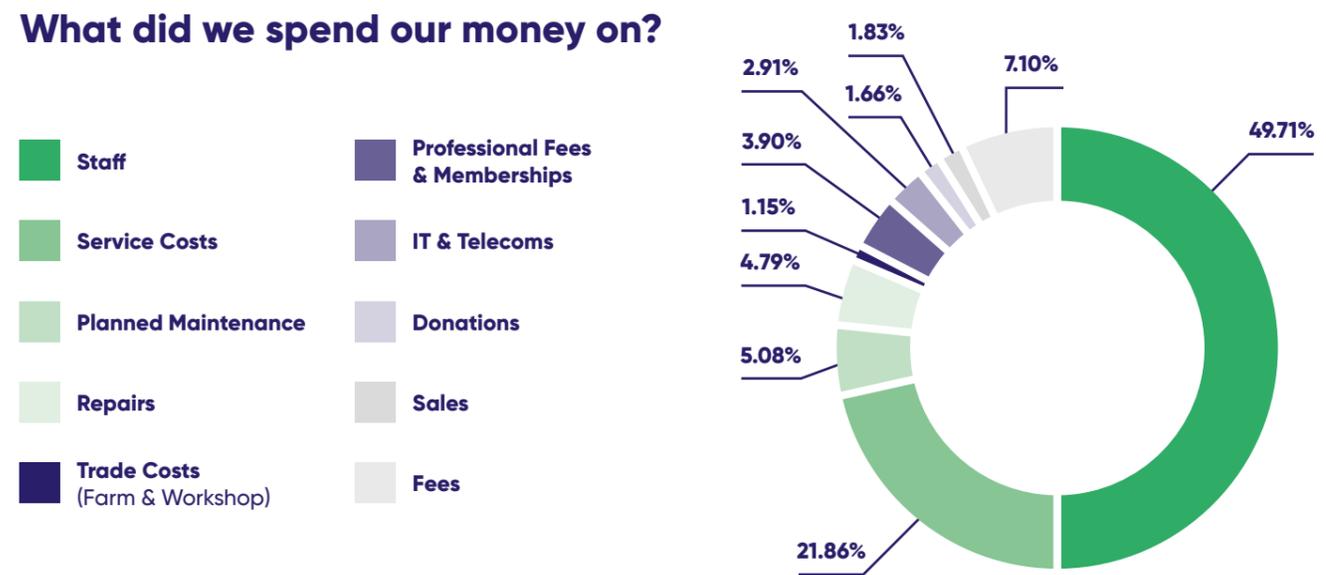
Since 1973, Tyne has stood by the North East's most vulnerable people. Through our housing, support, healthcare, training and investment in communities, we help to get people to a better place.

This year we've supported over **1,000 people** across the region, working to tackle some of society's most pressing challenges around homelessness, isolation, addiction, mental health and more. We do it because we believe in people and we see potential in every person.

Where did our income come from?



What did we spend our money on?



The values we live by

We believe in people.

We believe in their strength, willpower and courage. We believe in each other, in those we support and in our community.

We won't give up.

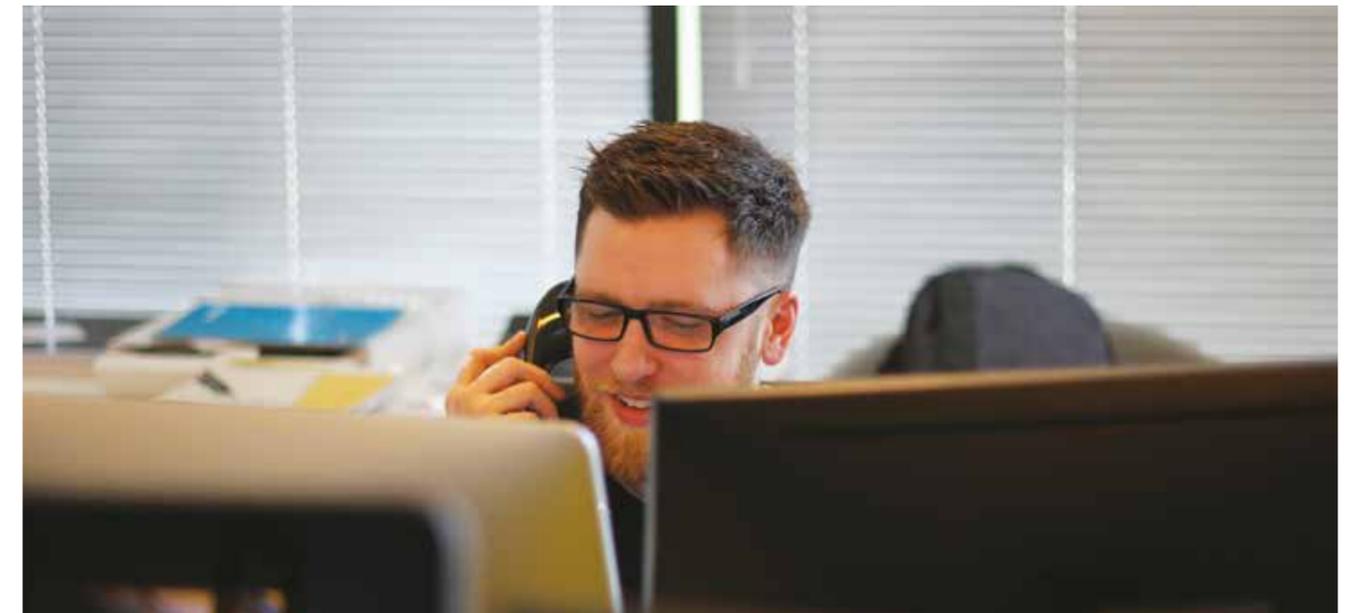
We stand by our region's most vulnerable people, we believe that everyone deserves a chance to get to a better place.

We activate change.

We are a catalyst for change, supporting small steps that lead to bigger transformations.

We're better together.

We invest in our region and our communities. We're serious about progress and take pride in our relationships. We work with an open mind and embrace new opportunity.



Rooted in the North East

We're focused on investing in our people and our communities to create more opportunity here in the North East.

£1.5 million

Our commitment to working with local staff and suppliers means that each year our work recycles an additional £1.5 million into the local economy.

Every £1 that comes into our organisation generates an additional 53p spending in the local economy.



Introducing our new Chief Executive



Following an intensive recruitment process, Steve McKinlay joined us as Tyne's new CEO in January 2019.

It's a great privilege to be writing this introduction as the new CEO of Tyne Housing. Having worked in the sector for the better part of two decades, I was well aware of Tyne's formidable reputation for seeking to provide accommodation for those individuals that other housing providers struggle to engage with effectively. That ethos has never changed and I'm happy to report that it's supported by a solid financial platform on which to build and a good period of stable governance.

I was very keen to return to an organisation with the most vulnerable at its heart and a clear focus on the North East. In my previous role as a specialist adviser on homelessness to the Ministry of housing, communities and local government, I often found myself frustrated that the needs of the north east region were not fully appreciated in national policy. Good access to social housing in the north east masks many of the social issues that our people face. There are huge issues for the region which I often characterised in meetings with national colleagues as 'hopelessness not homelessness', and this has been borne out by the most recent statistics on drug-related deaths (DRDs).

According to the Office of National Statistics, drug-related deaths rose sharply across England and Wales in 2018, in fact, it was the biggest annual increase in drug deaths since records began in 1993. Some figures stood out for me:

- In the North East the rate of drug-related deaths has doubled in a decade, now at 96.3 deaths per million people. Across the country, the North East had by far the highest death rate in England, while London had the lowest.

- The deaths from drug misuse among men aged between 40 and 49 rose 'significantly'.

If we compare this to the national average of 50.9 deaths and the rate for the South East of 39.2 of drug related deaths per million – we see something akin to a national scandal, and I can see the human impact of these statistics every week in the services that we provide.

The role of CEO is varied, I'm writing this introduction before travelling into Newcastle's West End to present awards at the 'Tyne Summer Social'. It happens each year at different locations and provides an opportunity for all of the people who use Tyne's services to come together for food, socialising and some good-natured competition. I also write this as our Wilfred Street site, including the Joseph Cowen Centre, is getting a thorough makeover, which we intend to use for a broad offer of additional wellbeing services, delivered in partnership with others.

I note these because I want to reiterate in this Annual Report that Tyne sees the provision of housing as a foundation for building a better life. Our accommodation offer is housing-led, which means we use the offer of safe, supportive housing as a foundation for individual growth. We add a richness to that offer, from harm reduction and wellbeing interventions to engagement in employment and volunteering.

The findings from our recent social impact evaluation tell us that there's a lot for us to be very proud of at Tyne, but we recognise there's still a lot to do as we continue to serve the most vulnerable in our community.

With thanks to our incredible staff team, the Board of Trustees and with particular gratitude to Graham Brown as our outgoing Chair.

Steve McKinlay
CEO Tyne Housing

From ONS <https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/deaths/bulletins/deathsrelatedtodrugpoisoninginenglandandwales/2018registrations>

References

In 2018, the rate of drug misuse in the North East (96.3 deaths per million people) was significantly higher than any other English region or in Wales. London had the lowest rate of any region in 2018, at 34.9 deaths per million; it is also the only region to have a significant increase in 2018 compared to 2017.

The rate of drug misuse has largely been increasing in each English region, and Wales since the time series began in 1993. Over the last decade, the rate of drug misuse has more than doubled in the North East (46.3 deaths per million in 2008 increasing to 96.3 in 2018).

Understanding our impact



The overall **social return on investment** for Tyne services is **£2.76 for every £1**.

This past year has seen us commission an intensive, independent study in order to fully assess and understand the impact we make through our work.

The study used data collected over the year of 2017/18 alongside interviews with staff, residents, partners and commissioners conducted during 2018/19.

The findings from the report will not only help us to better communicate the importance of the work we do, but they have also formed an organisation-wide action plan, identifying key strengths we can build upon, any gaps in our offering and where improvements can be made to better support vulnerable people across Tyneside.

Key statistics and headline facts are included throughout this document, but if you'd like to find out more about how we commissioned this work and the methodology behind our findings you can download the impact report in full at our website tynehousing.org.uk

"Our work is far-reaching and varied, we stand by and support people who many agencies struggle to engage with, focusing on building their strengths to help them take ownership of the challenges ahead. The unique range of services we provide means we're constantly learning and evolving, ensuring we're engaging with models and theories that truly work. The impact report produced this year is helping us to do just that, alongside providing us with the tools we need to measure our success going forward."

Steve McKinlay, CEO



"Moving into Tyne Housing has been the best move I've ever made. My whole outlook on life has changed for the better."

Living with Tyne

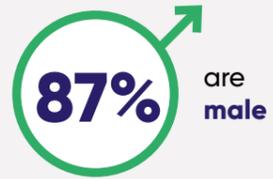
Since 1973 we've been providing supported housing to vulnerable adults across the region.

We have over 360 bed-spaces made up of shared houses, specialist supported provisions, smaller shared flats and self-contained flats. Our housing model is always designed to focus on the individual's own personal needs, meeting them where they are, building a trusting relationship and working together in partnership to get to a better place.

Our supported housing residents

The majority of people who live with us at Tyne have experienced complex issues in their lives and often come to us after being excluded from other housing options due to their lifestyle, offending history or difficulties in managing finances. Most residents have experienced periods of homelessness or unstable housing and struggle with multiple social and health issues relating to addiction and mental wellbeing.

Who lives with us

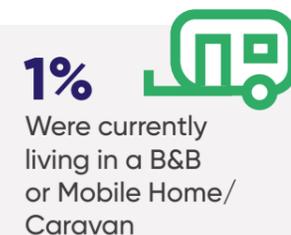
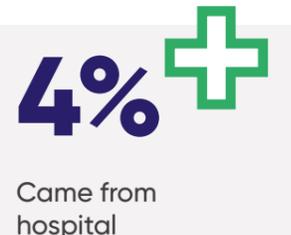
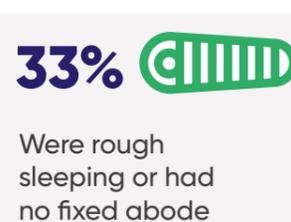


A snapshot taken on 31 March 2019 showed us that the primary presenting problems for supported housing residents were mainly **struggles** with their **mental health (35%)** or difficulty with **drug or alcohol misuse (28%)**.

Our referrals



Of the people we interviewed to live with Tyne:



A better place

This year we've supported over **1,000 individuals across Tyneside get access to quality housing and support services. Tyne sees the provision of housing as a foundation for individual growth and the opportunity for people to build a better life. We're driven by a deep understanding of our residents and the particular challenges they may face, focussing our investment where the need is.**



Investing in your safety

- This year saw us introduce our new concierge service, meaning we're able to provide on-call staff throughout the night who patrol Tyne properties. Their role is to ensure the safety and security of residents and the local community.
- We've invested in brand-new lone working devices to better support our frontline staff and enable more opportunity for one-on-one support sessions for residents.
- Following a successful trial period, this year saw the completion of our new door entry system across all Tyne properties. The new system uses fobs instead of keys making homes more secure and reducing the cost and time implications of replacing locks.
- Last year the fire service rated our commitment to fire safety as outstanding, something we've used to drive us going forward with the refurbishment and installation of over 80 new doors across our properties in 2018/19.

Making houses homes

We're proud to provide decent homes, but work hard to go beyond this basic requirement and are constantly developing new ways to make our properties a better place to live for our residents.

- Last year saw us embark upon an intensive capital works programme and complete major renovations to modernise kitchens, bathrooms and living spaces.
- This year has seen 280 resident property inspections take place which drives our investment going forward.
- We've invested in major refurbishment to the interior of our Westbridge facility, fully modernising and updating the building.

More than a roof

- This year we introduced a Resident's Welfare Fund to provide our frontline staff with access to a small pot of money in order to support residents who need specific help with things such as travel to important appointments and clothing for occasions such as family funerals.
- 2018/19 has seen us partner with the Angelou Centre in order to develop accommodation specifically for BME women fleeing domestic violence, this project is due for completion summer 2019.



This year saw the development of our **£700,000 investment project in Gateshead. Working in partnership with Homes England the development consists of one and two-bedroom flats let at affordable rents. The scheme was completed in March 2019.**

Byker Bridge House

Byker Bridge House is our emergency accommodation provision in Newcastle. It's staffed 24/7 by a team of specialist housing and support workers and offers 31 short-term bed spaces to adults facing homelessness across the city.

People who come to Byker Bridge House tend to be at crisis point and are referred to us from services such as prison, probation or hospital via Newcastle City Council's Housing Advice Centre. Residents are often experiencing complex issues relating to drug and alcohol abuse, mental health issues and anti-social behaviour. Byker Bridge House exists to provide people with safety and security with a roof over their heads and access to food and drink, warmth and rest.

210 

During 2018/19 **210 people** stayed at Byker Bridge House.



Of the people who came to stay at Byker Bridge House in 2018/19 **36% were previously rough sleeping** or had no fixed abode, **20%** had been in prison, **18%** were in other supported accommodation, **17%** were sofa surfing or living with friends and family, **8%** were in rented accommodation and **1%** came from hospital.

87 

During 2018/19 Byker Bridge House provided **87 nights of accommodation*** in dedicated emergency beds to relieve homelessness.



"It makes a big difference having a roof over your head, being safe and warm, and having support."



51%

of residents that stayed at Byker Bridge House during 2018/19 **moved on to more permanent accommodation** with support from staff at Tyne.

Westbridge Mental Health Resettlement Service

Westbridge Mental Health resettlement service is a unique partnership between ourselves and Northumberland and Tyne and Wear NHS Foundation Trust.

It provides specialist residential and clinical support for up to 12 adults who have been discharged from secure or semi-secure mental health hospitals, or prison with the aim to help integration back into the community.



Living at Westbridge



Westbridge has **14 single beds, 12 full time and 2 in-reach beds** for gradual integration.



The service is **staffed 24/7** by a team of **specialist support workers** and the community mental health team.



An individual in-reach period is designed for each resident to **support the transition from secure settings to community living.**

16 

During 2018/19 **16 people** stayed at Westbridge.



Out of the 16 people to stay at Westbridge during 2018/19, **five moved on to more permanent accommodation** and one was admitted back into hospital. Ten are still current residents at Westbridge*.

10 

During 2018/19 **10 residents** started either **education, volunteering or working.**

*Based on a snapshot taken on 31 March 2019.

Residents at the heart of what we do

This year has seen a greater push for Tyne when it comes to resident involvement with the implementation of a new strategy. This means we're able to provide more opportunities for residents to have a greater input into the management of their homes and influence in shaping how we develop as an organisation.

Tyne's Resident Consultation Group
To support our engagement strategy we have a group of residents from across Tyne areas who come together on a monthly basis. This group is called our 'resident consultation group', and they act as representatives for all residents, providing insight, feedback and opinions on what it's like to live with Tyne.

This year the group has taken part in many training and information sessions as well as leading on the production of a residents newsletter of which over 1,500 have been distributed across the organisation. The core of their work, however, has been identifying key areas for development at Tyne, and pulling together an action plan of priorities which they call the 'Fab Five'.

The Resident Consultation Group's Fab Five Priority Areas:

- Priority 1:**  Explore the opportunity to develop specialist supported housing schemes for residents who work or seek to work.
- Priority 2:**  Investigate and understand where there are inconsistencies in personal payment charges for residents.
- Priority 3:**  Push forward the introduction of Wi-Fi access across all Tyne shared houses and flats.
- Priority 4:**  Work with the internal Tyne team to find a way to provide residents with the opportunity to be involved in the Staff Recruitment Process.
- Priority 5:**  Champion and explore the opportunity for Tyne to invest in specialist services to support residents with drink and/or drug dependencies.



 <p>In 2018/19 over 100 residents have participated in pop up engagement sessions such as cook 'n' chats, summer BBQs and more.</p>	 <p>280 property inspections have been completed by Tyne residents over the year, providing feedback on the quality of their home.</p>
<p>1,500 resident newsletters have been distributed throughout Tyne properties.</p>	 <p>100 residents have opted-in to receive updates from us via our TYNEmtext messaging service.</p>
<p>50 residents attended our Tyne Olympics event in October 2018</p>	 <p>90 residents attended our Christmas Celebrations in December 2018</p>



"Being a member of the Residents Consultation Group has been a fantastic experience for me. It has helped build my own confidence and has allowed me to gain new skills. Knowing that the group is listened to by Tyne makes all the hard work and commitment worthwhile. Giving residents a say in what Tyne does and how it delivers services is so important to me and the other members of the group, who are a great group of people. I would recommend joining the group to any resident as, after all, we are the experts at living with Tyne."

The Joseph Cowen Centre

The Joseph Cowen Centre is run in partnership with Newcastle Gateshead CCG and Newcastle City Council. The centre exists to ensure people who are experiencing homelessness or who are not registered with a GP can have access to primary healthcare and support services.

The Joseph Cowen Centre provides a drop-in facility where visitors are able to get housing advice, welfare and benefit support, alongside health care and wellbeing services. The centre also offers refreshments, food bank vouchers, bathing facilities, clothing, and a harm reduction service.

Stronger together

Our staff at the Joseph Cowen Centre work closely with partner agencies and specialist volunteers in order to deliver a service that stretches beyond Tyne's own service areas. This year has seen us carry on our partnership with Dr Joe, a GP that offers a free clinic at the centre every Wednesday. We also work closely with CGL Newcastle to offer a harm reduction service at the centre, including a needle exchange and access to expert advice and guidance for those struggling with addiction.

Looking to the future

Tyne took over the Joseph Cowen centre over 23 years ago, on the principles that everyone, no matter what their background or housing situation should have access to a safe dry space to go, as well as quality healthcare and support services. Sadly, today the service that JoCo offers is still just as needed as it was back then, with homeless and vulnerable people from across Tyneside visiting the centre on a daily basis.

This year has seen Tyne take the time to reflect on what the centre offers, and the difference it makes. The findings from the impact report showed us that **every £1 invested into the Joseph Cowen Centre creates £10.96 in social value** and allowed us to identify where the centre needed investment, helping us to put the wheels in motion for the development of the building next year in order to encourage more services to run from the centre and better support vulnerable and homeless people across the region.



Visitors come to the Joseph Cowen Centre with a range of complex needs and difficulties. The **most common** are **struggles with drug abuse, alcohol abuse and mental health issues.**



5,495



575

During 2018/19 the centre was **visited 5,495** times by **575** individuals.



77%

of those that access the centre **are male**



The most highly utilised service at the Joseph Cowen Centre is the advice and support available. This is most commonly accessed for **housing and benefits advice, substance misuse support and the needle exchange service.**

23%

are female



"The Joseph Cowen Centre helps me make friends and gives me more confidence to get through the day and they help me a lot. Without them, it would be a struggle to just get through the week."

Investing in our communities

As part of Tyne's commitment to supporting vulnerable and isolated people within the region, we invest in projects, places and communities in order to diversify our reach and strengthen our impact. One of those projects is Ouseburn Farm, an education and training centre for adults with learning difficulties and special needs as well as a free to enter visitor attraction for the local community.

This year we supported the Farm with an investment of £80,000 and continued to support it with operations, financial management and organisational development. This help has meant the Farm has been able to continue providing a vital resource for local residents and a safe place for vulnerable adults to learn and grow.

Building links, creating opportunities

This year saw Tyne and Ouseburn Farm join forces to launch the all-new project Nosh, providing residents with the opportunity to take part in cookery and food preparation sessions within their Tyne home. All sessions were delivered by the skilled catering staff at the Farm and funded through the NatWest Skills and Opportunities Fund. In 2018/19 we ran a total of 21 Nosh sessions across four Tyne properties, where residents were supported to develop essential life-skills such as budgeting, preparing food and making healthier choices.



With help from Tyne in 2018/19, Ouseburn Farm:

44



Supported **44 trainees with learning disabilities** and additional needs, completing a total of 3,075 individual learning sessions across the farmyard, gardens, workshop, cafe and kitchen.



4 trainees this year have **moved into work or more formal education** thanks to the skills and confidence they built during their time at the Farm.



1680

Welcomed **1680 local students** through its gates to take part in **education sessions**, learning about the origins of their food and sustainable living.



"I look forward to coming to Ouseburn Farm which gives me confidence and helps me make friends."

We're better together

Our belief in people stretches beyond those we support. It's what drives our partnerships with other agencies and our commitment and investment within our workforce. Our staff are our most valuable resource, they embody our values and are the beating heart of Tyne. Without their passion, humour and drive we couldn't make the difference that we do.

2018/19 has seen us go further when it comes to developing and nurturing our staff team, something we're committed to continuing long into the future. This year we've made some key appointments including:

- The recruitment of our new CEO, Steve Mckinlay in January 2019.
- Also in January 2019, we recruited Tyne's first-ever Marketing and Communications Manager who'll support us to develop and strengthen our brand as well as celebrate the work we do and share the stories of those we support.
- We've sought to recruit five new trustees to join our board, bringing their own unique skill sets and experience to our corporate governance.
- We've also developed a new post within our senior management team for a Head of ICT who will take the lead on developing our systems and infrastructure going forward.

Tyne is proud to be an **accredited investor** in **people employer**, working toward achieving the **silver award** in 2019/20.



Following our **Bronze Better Health At Work award**, this year has seen us invest further into the programme to provide staff with more opportunity to get access to **quality health and wellbeing services** that extend beyond the workplace.



Team Tyne monthly football game with staff and residents.



In 2018/19 we introduced a new **Employee Assistance Programme** providing all staff with access to **independent and confidential support**.



Over

50%

of our workforce are now trained **Mental Health First Aiders**.



Tyne's management team signing up to combat mental health stigma in the workplace.

Thanks and acknowledgements

Barbour Foundation

Dr Joe Kelliher

Faraday Lodge

Gateshead Council

Hadrian Trust

Newcastle City Council

Newcastle Gateshead CCG

North Tyneside Council

Northumberland and Tyne & Wear NHS Foundation Trust

Northumberland Council

RW Mann Trust

Sir James Knott Trust

South Tyneside Council

WA Handley Charity Trust

Young Minds

And of course to our incredible staff team and volunteers who work tirelessly to get people to a better place.

Keep up to date with all things Tyne on our website at tynehousing.org.uk

Tyne Housing Association is a registered society under the Co-operative and Community Benefit Societies Act 2014 (registered number 21011R) and is a charitable Housing Association. Tyne Housing Association is regulated by the Homes and Communities Agency, registration No. LH4297.



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