

# Making an impact:

Our social value report



**Tyne**  
Housing

**Everyone in a better place**

Housing | Wellbeing | Community | Learning

# Contents

**We believe everyone should have the opportunity to get to a better place. Since 1973 we've been there for those who need us.**

This report is a summary outline of a larger more in-depth independent study we carried out using data from 2017/18 and interviews with key individuals across 2018/19 to understand the impact of the work we do and the value we create for our communities.

#### About the evaluators

Established in 2005, HelmePark Ltd has a long and successful track record of supporting public service commissioners and deliverers in relation to performance management and improvement. Helme Park have particular expertise and experience in the social housing sector. For further information on the work of HelmePark Ltd, please contact Simon Penhall, Managing Director at [simon.penhall@helvepark.co.uk](mailto:simon.penhall@helvepark.co.uk)



If you'd like to find out more about how we commissioned this work and the methodology used to produce the findings, you can read the report in full on our website [tynehousing.org.uk](http://tynehousing.org.uk)

Introduction	3
Who we are	4
The Joseph Cowen Centre	6
Byker Bridge House	8
Supported housing	10
Westbridge mental health resettlement service	12
Ouseburn Farm	14
Our learning	16
The values we live by	18

# Introduction from Steve McKinlay, CEO



**It's a great privilege to lead an organisation like Tyne. The work we do for vulnerable people and for our community is so important and I'm incredibly pleased to see the publication of this report which will allow us to communicate and quantify our impact as well as providing a greater steer for investment going forward.**

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.

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 health support to engagement in wellbeing, employment and volunteering. We believe we play a vital role in the community and know we need to communicate that role more effectively. Every outcome which is analysed in this report is owed to the courage of people who acknowledge they need support, and the dedication and commitment of others to help them take steps towards a better place.

It was important to us that when setting out to complete this work we produced a report with integrity and used the process as a genuine attempt to understand our own impact and look at where we can develop and improve going forward. That's why we engaged with external, independent evaluators who led the research, using a clear and validated methodology which sits behind the figures shown. The findings presented are very conservative, accounting for 'deadweights' and 'attribution' in the calculations, avoiding any inflation or miscommunication of results.

This approach means we've been able to identify where the real need is and build a response to that, producing a clear action plan for future investment. For instance, thanks to the findings shown in this report, our latest strategic goals incorporate much of the learning about the importance of health advice and meaningful activity to people experiencing homelessness and also the need to provide more support to people to progress beyond our own support services and into affordable homes.

We've also learnt a great deal about measuring success, and our investment plans include our capability to capture and report data which makes sense to a range of stakeholders. This report captures our impact at a population level, but of course, what sets Tyne apart is our focus on each individual person we support, helping them to get to a better place.

*This report is dedicated to our amazing team of staff and volunteers, who show great determination to help others, and the resilience of the wonderful people who come to us for help.*

# Who we are

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 get people to a better place.

#### What we do

In 2017/18 we supported over a thousand people living within 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.



#### 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.



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

#### £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.



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



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

# The Joseph Cowen Centre

Tyne took over the ownership and management of The Joseph Cowen Centre in 1996, it's 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. Today, the Joseph Cowen Centre provides a drop-in facility where visitors are able to get housing advice, welfare and benefits support, alongside primary health care and wellbeing services. The Centre also offers refreshments, food bank vouchers, bathing facilities, clothing, and a harm reduction service.



"The Joseph Cowen Centre 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."



The social return on investment (SROI) calculation shows that **every £1 invested** into the Joseph Cowen Centre **creates £11.28 in social value.**

## The Joseph Cowen Centre Visitors



**6,845**

During 2017/18 the centre was **visited 6,845** times by **667** individuals.

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.**

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.**

## Meeting Basic Needs + Building Relationships

**73%** said that their ability to **connect and stay in touch with other people** and support organisations had **improved a good/great deal**, since utilising Joseph Cowen Centre services.



Since attending the Joseph Cowen Centre, **54%** of visitors have been **referred to benefits advice, 43% to a GP**, and **39%** were referred to the **Housing Advice Centre.**

**50%** said that if the Joseph Cowen Centre didn't exist they would either **not get help elsewhere** or would find it difficult to do so.



## Harm Reduction

**2,161**

**Advice around the needle exchange** is one of the most **highly utilised** services at the centre, accessed on **2,161 occasions** over the year.

**75%** ↓

said they've **reduced** the amount or **frequency** of their drug/alcohol use.

**66%** ↓

feel the **harm** they experience **from their drug/alcohol use has reduced.**

## Health + Wellbeing

**88%**

said the services at the Joseph Cowen Centre have **helped improve their health.**

**75%**

feel their **quality of life has improved** since visiting the centre.

**71%**

said their **mental wellbeing** has **improved** since visiting the centre.

## Housing + Financial Support

**77%**

of visitors noted an **improvement** in their **financial wellbeing.**



**59%** said the housing **advice** they've received at the Joseph Cowen Centre has helped them towards **finding somewhere to live.**

**50%**

said the **support** in managing money and tenancy advice has **enabled them to stay in their current home.**

# Byker Bridge House

**Byker Bridge House was set up in 1995 to provide a centrally located service that can offer emergency bed spaces to adults facing homelessness across the city.**

The building has since been redeveloped to provide 31 short-term beds, staffed 24-hours a day by a team of specialist housing and support workers. 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.



The social return on investment (SROI) calculation shows that every **£1 invested** into Byker Bridge House **creates £2.45 in social value.**

## Byker Bridge Residents



During 2017/18 **189 people stayed** at Byker Bridge House.

The survey showed that residents of Byker Bridge House tend to be **high users of public services** (emergency health, drug/alcohol, police, probation, prison).

The **primary presenting problems** for Byker Bridge House residents were mainly struggles with **drug or alcohol misuse (64%), difficulty with their mental health (26%) or their offending background (10%).\***

Before coming to Byker Bridge House \*Data based on a census snapshot on 31 March 2019.



were **in insecure housing** or were **rough sleeping.**



were in **custody** or in **Approved Premises.**



were in other **separate supported schemes and hospital.\***

## Safety + Stability



A **quarter** feel there has been an **improvement in their overall health and wellbeing.**



**38% of residents** move from feeling unsafe at their previous accommodation to **feeling safe in Byker Bridge House.**



**Two-thirds** of residents **feel confidence and trust** in the staff at Byker Bridge House.

## Building Strengths + Moving Forwards



**One third** report an improvement in their **skills** for moving towards independent living.



**Three quarters** feel they are now able to manage day-to-day tasks and activities.



of residents **moved into more permanent accommodation** thanks to the support from staff at Byker Bridge House.

The average length of stay for Byker Bridge House residents is



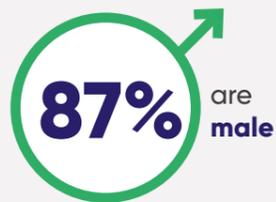
# Supported housing

Tyne provides supported housing to vulnerable adults across Tyneside. We have 313 bed-spaces made up of shared houses, smaller shared flats and self-contained flats.

Our supported housing model is designed to focus on each individual's personal strengths and needs, meeting them where they are, building a trusting relationship and working together in partnership to get to a better place.

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 their 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



Based on new residents housed with Tyne during 2017 - '18:

- 12%** were under 25
- 50%** were aged between 26 - 59
- 38%** were over 60



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%).



Over one quarter have an offending background or have been in prison.

## Safety, Security + Progressive Support

All residents are matched with a dedicated support worker & personalised support plan throughout their stay with Tyne.

**35%**

of residents move from feeling unsafe at their previous accommodation to feeling safe in their Tyne home.



**75%**

of residents now feel able to manage skills for independent living by themselves or with a little help.



The social return on investment (SROI) calculation shows that every £1 invested into Tyne's Supported Housing creates £2.38 in social value.

## Connecting with Health Services



Almost all residents are now registered with a local GP

**83%**

of those that have been identified as needing mental health support are now registered with services.



69% of people who are struggling with drug or alcohol misuse are receiving treatment or are registered with relevant support services.

## Financial Stability

Almost all residents are helped by their Support Worker in their Housing Benefit claim and financial management.

An average increase of £4,000 in personal welfare payments is achieved per year for residents who are helped to claim the benefits to which they are eligible.



A third of residents report an improvement in their skills for budgeting and managing money.



**42%**

of residents now take part in leisure activities.



## Wider Impact



the average cost per person in regards to contact with police/criminal justice is £13,077 less for Supported residents.\*

\*In comparison to a recently homeless group.

\*\*Based on reduced costs to NHS primary and secondary care, plus drug and alcohol services.

Tyne's supported residents are much less likely to use expensive blue-light health services and are found to commit less crime, being four times less likely to have contact with police, probation and prison services.\*



The annual healthcare costs for a Tyne supported resident are £6,900 lower than the average for a homeless individual.\*\*

## Moving Forward

Within 2018/19 28% of supported housing residents had a positive move-on into one of Tyne's lower-supported accommodation types such as a smaller shared flat or the Beavans/Farm View developments.

\*Based on the difference in cost per night of Tyne Supported Housing compared to average local rents for Local Authority social housing.

Over a third of residents who left Tyne accommodation were supported into independent living such as a general needs tenancy with a social landlord or privately rented accommodation.

**£7,790**

The cost saving from someone moving from supported accommodation into a socially rented property is £7,790 per year.\*



# Westbridge mental health resettlement service

In 2002 Northumberland and Tyne and Wear NHS Foundation Trust approached us to support them in the development of a brand-new project after it was recognised that there was a crucial need for supported accommodation designed specifically for people with mental health issues leaving a secure or semi-secure setting.

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 mental health hospitals, or prison with the aim to help integration back into the community.



"It's great, you get good support. You are free to make your own decisions about what you want to do in life. The staff are very helpful."



An assessment of the financial impact of Westbridge on the health service shows that it creates **opportunity cost savings of £1.13 million per year\***

\*Compared to residents remaining in a secure mental health unit

## 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**, housing workers and the community mental health team.

**83%**

of **residents** reported an **improvement in how safe they feel** since the start of their stay at Westbridge.

## Personal + Financial Stability



All Westbridge residents are provided with a **specialist support plan** to help establish **stability** during their stay.



All residents are **supported with setting up and securing their finances** as well as help and guidance to get back on track with day-to-day tasks such as shopping and preparing meals.

On average an increase of **£11,500 is achieved per year** for residents who have been **supported in setting up their housing benefit claim** alongside additional claims relating to their health or disability.

## Connecting with Health Services



All residents are supported to **engage and connect with community-based** health and social care activity.



All Westbridge **residents are now registered with a GP** and have had contact with them within the last three months.

**42%**

**42% of residents** at Westbridge feel they are **encouraged to have an equal say in their care.**

## Personal Strengths + Resilience

**Over half of residents** report an **improvement in how good they feel about themselves** along with feeling a **stronger sense of hope** since moving into Westbridge.

**50%**



of residents feel they are **now able to better understand their own mental health** and how to manage it.



**Two-thirds of residents** now feel better able to **connect and stay in contact with important people in their lives.**

## Life Beyond Westbridge



**Social trust** for Westbridge residents shows a **significant improvement. Starting at 3.6 out of 10** at the start of their stay and **increasing to 6 out of 10.**

Westbridge residents have **high levels of participation in meaningful activities**, such as volunteering, learning, hobbies and physical activity.



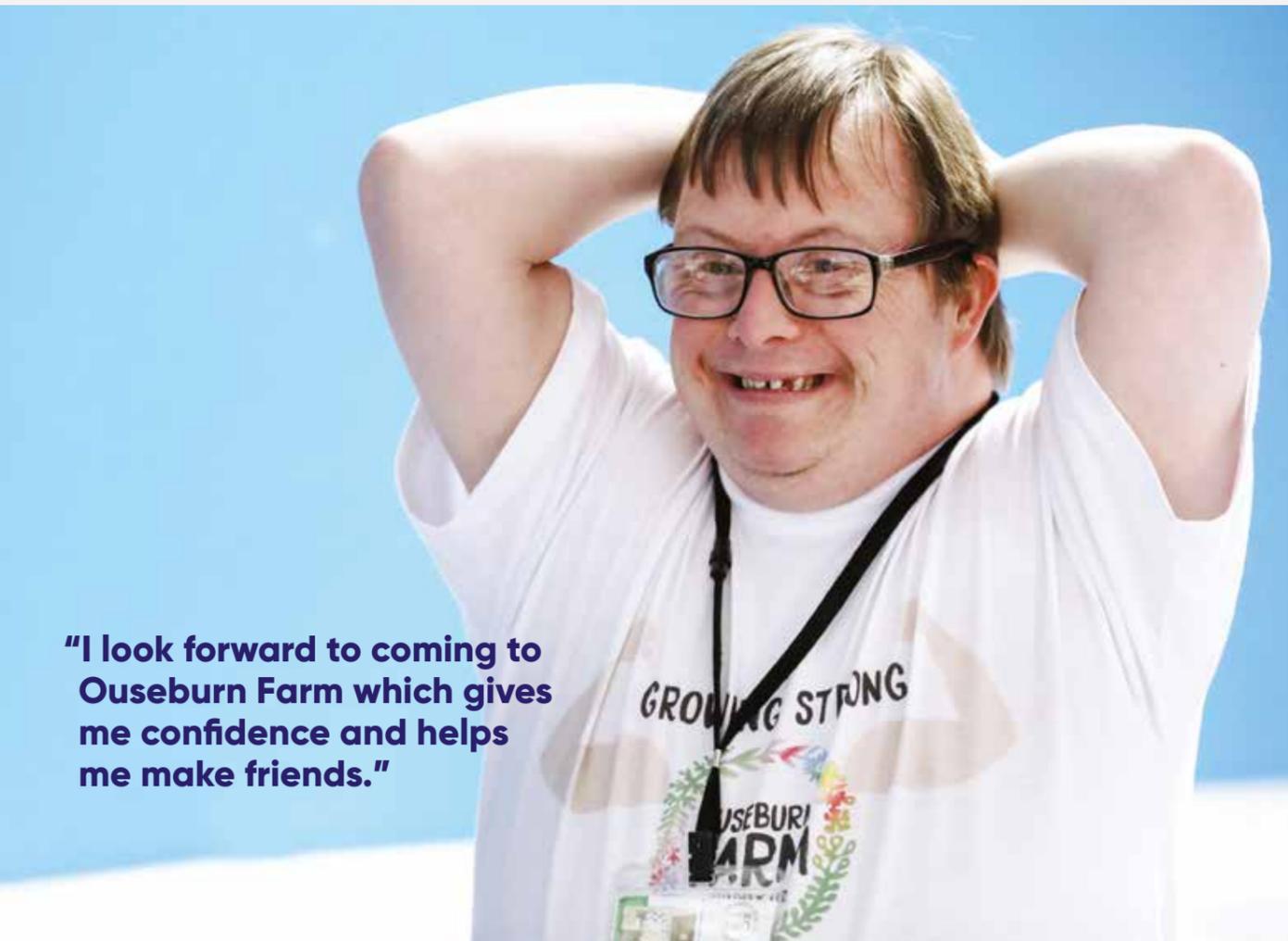
Over the last five years **83% of residents** have had a **positive move on to supported or independent living** in the community.

# Ouseburn Farm

In 1976, a group of Byker residents took action to develop an inner city farm on a derelict industrial site in Newcastle's Ouseburn. The goal was to provide local children and adults with access to green space and opportunity to learn new skills.

Today, with the support and investment from Tyne, Ouseburn Farm Charity is a bustling visitor attraction, education centre and training facility in the heart of the city.

As Tyne's charitable subsidiary, Ouseburn Farm's core aim is to provide a diverse and integrated setting where adults with learning disabilities and additional needs can work alongside staff and community volunteers, gaining new skills and real-life work experience. The charity also provides a carpentry training workshop as well as a free-to-enter visitor attraction and education centre for the local community and school children.



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



The social return on investment (SROI) calculation shows that **every £1 invested** into the Farm's trainee programme **creates £12.95 in social value.**

## Trainees at Ouseburn Farm

**45** 

During 2017/18 the Farm supported **45 trainees** with learning disabilities and additional needs.

**75%** 

On average, trainees attend the Farm twice a week. **75% of trainees have been coming to the Farm for more than a year.**

Trainees at the Farm are aged between

**16 to 79 years old.**

## A Place for Growing

**98%** 

of trainees feel the **opportunity to do more things they enjoy** has got 'better' or 'much better.'

**93%** 

report their **ability to relate to other people has improved** and say they now **feel included** and not isolated or alone.

**93%** 

said their **confidence and willingness to try new things has improved.**

## Impacts More than the Individuals

**29%** of adult trainees **live at home** and are cared for by their parents, the remaining **71% are cared for in specialist supported housing.**

**40%** of parents and carers of trainees reported that they feel a **positive impact on their own lives thanks to the support at Ouseburn Farm.** This includes reducing the stress and anxiety from caring, their overall satisfaction with life, the time they have to spend on themselves and the amount of social contact they have.



**73%** of carers felt that relationships with family had improved for trainees as a result of their time spent at Ouseburn Farm.

## Life Outside the Farm

**91%** 

of Trainees were said to have **improved their openness to connecting** with the world around them.

**Over a quarter of trainees** have taken **further steps in their learning journey**, going on to complete further formal training.



**A fifth have started to volunteer or take part in work experience**, and one trainee has entered employment.

## Volunteers at Ouseburn Farm

**80** 

In 2017/18 there were **80 volunteers registered with Ouseburn Farm**; of these, around **14 volunteer on a regular basis.**



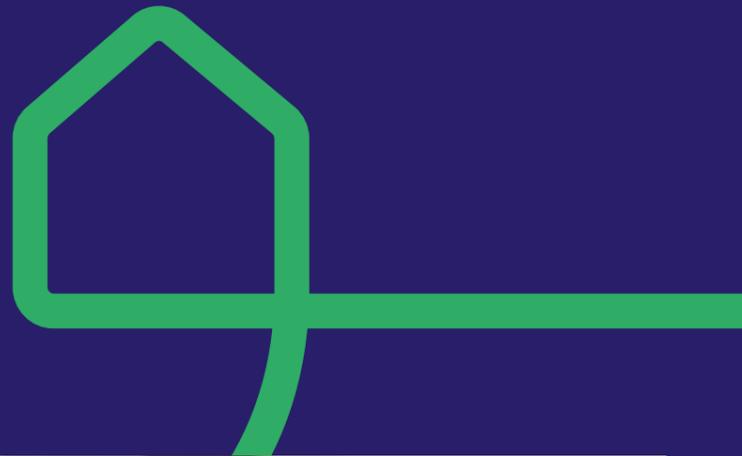
The social return on investment (SROI) calculation shows that **every £1 invested into the Farm's volunteering programme converts to £5.43 in social value.\***

\*Read more about our brilliant volunteers and the impact they make on our website at [tynehousing.org.uk](http://tynehousing.org.uk)

# Our learning

The publication of our impact report has not only enabled us to celebrate the difference we've already made, but it has helped us to reflect on the change we hope to see next, and put the foundations in place in order to make that change happen.

This plan is a snapshot of our wider strategic plan, highlighting what we've learnt, and what we're doing to help make better progress for everyone.



## Our learning

## Where we're taking action

Our support model is well developed, but our systems do not allow us to routinely gather evidence about the wider individual and social impact we make.

We have recruited a new Head of ICT to develop our systems so that we're better able to track and analyse the impact of all of our work going forward.

Measures of mental wellbeing show improvement after accessing Tyne's services, but they're still below the average. Meaningful activities, such as volunteering, learning, hobbies and physical activity promote better mental wellbeing and supports recovery.

We've begun consultation with people who use our services in the east end of Newcastle about what is needed.

We'll invest in new provision in order to meet this need, including the redesign and update of the Joseph Cowen Centre and creating new space for better partnership work.

There's room for all people who come to Tyne for support to get involved in some form of meaningful, enriching activities and get access to wider support services.

We'll learn from this new provision to replicate success in other areas.

People using our services reported great relationships with our staff, often using words such as trust, safety, stability and security. The benefits are most keenly felt at the start of someone's engagement with Tyne.

We've developed a partnership with Homes England where we'll be jointly investing in affordable accommodation and employment support.

We've appointed a full time Employment Coach who'll work closely with residents in supported accommodation to support them into work and training opportunities.

The people who come to Tyne for support can have a range of complex long-standing challenges that extend beyond 'traditional' housing related support, and their needs often fluctuate, rather than a simplistic linear progression from chaos to stability.

We're reviewing our own support model to ensure we provide the best support and we will continue to invest in training around psychologically informed environments and trauma informed care and embed best practice throughout our work.

Complex needs require a range of bespoke accommodation and flexible support models to be available.

We're assessing our investment plans to ensure our accommodation offer continues to meet needs now and into the future.

Our unique partnership project with Northumberland and Tyne and Wear NHS Foundation Trust is very effective, the model of combining housing support alongside specialist clinical support is driving greater positive outcomes.

We'll learn from this successful partnership and will explore further specialist accommodation that can reach a wider group, working closely with specialist agencies, integrated therapies and clinical staff.

Volunteering is a valuable way of supporting people to gain skills and confidence towards employment. It also helps people feel more connected to their community, less isolated with benefits to their general wellbeing.

We'll recruit a Volunteer coordinator to be based at Ouseburn Farm, but work across the wider organisation to increase our volunteer offer and ability to support our dedicated volunteers.

Our experience and position in the region means we are able to, and committed to, playing a key part in preventing homelessness.

We'll invest time and resource in analysing our data to identify where we can play a greater role in supporting people before they are in crisis and to prevent people losing their homes.

Statistical information provides an excellent indicator of our impact at a population level, but our case studies bring a different depth to our understanding of these complex issues within society.

We will champion the importance of storytelling through our work, to not only advocate for those we work with but to educate and inspire the wider community to understand the real issues and engage with solutions.



**"Tyne has helped me massively, just by giving me a chance and giving me somewhere to live. I'm very grateful to them for that. I now don't have the stress of worrying where I would be sleeping from night to night."**

# Our values guide us every day

## 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.

Read more on our impact at [tynehousing.org.uk](https://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 Regulator of Social Housing, registration No. LH4297.

[tynehousing.org.uk](https://tynehousing.org.uk)

Design by Altogether.



### Get in touch

Tyne Housing Association  
St Silas Church Building,  
Clifford Street, Byker,  
Newcastle Upon Tyne  
NE6 1PG

**T:** 0191 265 8621

**E:** [info@tynehousing.org.uk](mailto:info@tynehousing.org.uk)

**[www.tynehousing.org.uk](http://www.tynehousing.org.uk)**