

**Tyne**  
Housing



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

**Everyone in a better place**

Housing | Wellbeing | Community | Learning

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# Welcome from our Chair

**This is my first Chair's Report since taking over the role from Graham Brown in September 2019. In preparing this report for the end of year I have had an opportunity to reflect on the achievements of the organisation over the last 12 months. It has continued to grow and develop under the leadership of our CEO, Steve McKinlay and we have done a lot of which we can be rightly proud. There is too much to include in what is intended to be a short report so I have shared, below, a snapshot of some of these things.**



A substantial investment has been made in the Joseph Cowen Health Care Centre. The facilities are greatly improved for the benefit of those who use the services as well as our staff who work in the centre. Not only has the Health Centre environment changed but the improvements to the building have allowed us to create a partnership hub. This means that our partner organisations can use the space to deliver a range of much needed services for homeless and vulnerable people. Joseph Cowen Health Centre is now a space where we can help individuals as a whole person rather than piecemeal. This is such a positive and necessary step, and an affirmation of our purpose to help people get to a better place.

This renewed purpose arose from a refresh of the organisation's values and purpose. We do what we do because we believe in people and their potential. Our purpose and belief were illustrated very clearly in the results of our independent social value impact report. The full report can be found on our website [www.tynehousing.org.uk](http://www.tynehousing.org.uk). This report not only captures the value of the work we do in monetary terms but also in the very real human terms, clearly demonstrating the positive impact we make to the lives of the people we support.

During the year, our resident consultation group identified several priorities that they asked us to focus on. Among those priorities was a request for more affordable move on accommodation for residents in work or seeking work. Through our Investment Partner status with Homes England, we have purchased and updated 10 single flats for residents who are ready to "move on" with their lives. With plans for two more very soon.

Another priority was that residents be given a role in staff recruitment. I am pleased to say that during the year residents were involved in the recruitment of several staff roles. We found this a beneficial and rewarding piece of work not just for the residents involved but also the staff.

One of the themes of our strategic plan is to strengthen the governance of the organisation, to that end we undertook an extensive recruitment drive to increase our board membership. We have appointed five new board members bringing our number up to twelve: full capacity. They have brought a wealth of knowledge and experience in all areas pertinent to our work, including, housing, health, local government, education and social care. Already in the short time they have been with us, they are making a difference.

Towards the end of our financial year we, alongside the rest of the world were struck by the Covid 19 pandemic. This has been a troubling and frightening time for us all with many organisations stretched to their limits in their efforts to continue to deliver services for the public at large. The Board of Tyne is immensely grateful to our own staff who have continued to deliver vital services to our residents and service users throughout. We could not be prouder of them and what they've achieved. Mine and the Board's sincere thanks go out to each and every one of our staff, and so too to our superb leadership team of Steve McKinlay and Marie Graham throughout this exceptionally challenging time.

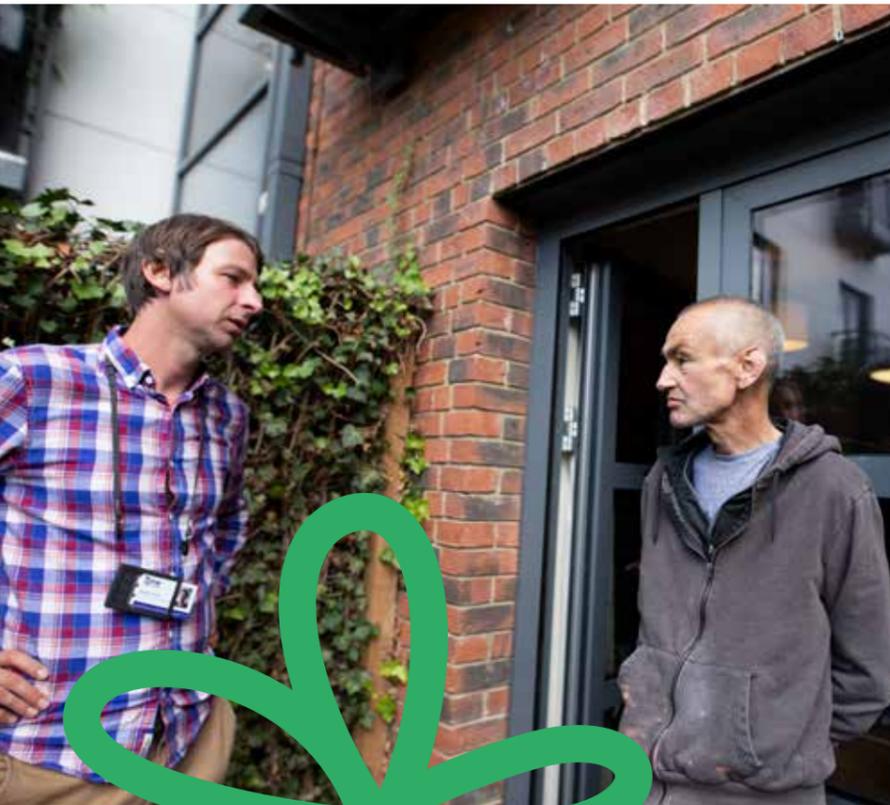
My personal thanks to each of our Board members on both the Housing and the Farm Boards for their commitment to the organisation and the enthusiasm, questions and perspectives they bring. Never more so have we needed those than in these exceptionally difficult times.

Finally, despite the effects of the pandemic, which are still very much evident at the time of writing, I believe that we as an organisation have such demonstrably strong core values that together we can handle whatever the next 12 months looks like.

**Charlotte McMurchie**  
Chair  
September 2020

# 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 people get to a better place.



This year we've supported over 2,000 people across the region, working to address the everyday inequalities they face in society. Our work is broad, covering areas such as homelessness, isolation, addiction, mental health and more. We do it because we believe in people, we see potential in every person and we work to ensure everyone has a chance to get to a better place.

## Our values guide us everyday

### 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.

**"This year has had a lot of changes for me. I don't know where I would be if it wasn't for Tyne Housing and the help of my support worker. They've helped me to deal with some of the issues from my past and realise how much of a future I still have ahead."**

**Tyne Resident**

## Income & Expenditure

### Where did our income come from?



### What did we spend our money on?



#### Strengthening our teams

This year saw us invest **£202,000** more than last financial year in the development and growth of our staff teams. We appointed a new support worker post in each local authority area to provide more on-hand support and access for our residents. [Read more on page 26.](#)

#### Investing in buildings

Along with our continuous improvement of Tyne homes, this year has seen us invest in further community projects to support those most vulnerable, including the full redesign and development of our Joseph Cowen Health Centre and Progression hub. [Read more on pages 16-19.](#)

To see our full annual accounts statement for 2019/20 visit our website [tynehousing.org.uk](http://tynehousing.org.uk)

#### 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. Our independent impact study released last year showed us that **every £1 that comes into our organisation generates an additional 53p spending in the local economy.**

#### Looking to the future

2020/21 will see us appoint a director of finance, supporting our organisation in its next phase of growth. As a charitable housing association that exists to support those most vulnerable we're committed to developing more opportunities and quality homes over the coming years.

# Putting People First



The end of this financial year was memorable for more than just the results we show in this Annual Report. We began our weekly Covid-19 contingency meetings in early March, as we sought to keep up with the extremely fast moving situation unfolding across our national life. Given the risks that our staff deal with on a daily basis I felt that, culturally, Tyne was able to respond well to the challenge.

However, the exposure of society's inequalities has generated lots of talk about what needs to be done differently in the future. We're extremely proud of our work in supporting the people who come to us for accommodation, support, advice and occupation. Our belief that a person's identity is not defined by the current circumstances of their life, and that lives always contain the potential to change is fundamental to our work. Being described as an addict, homeless, an offender or other pejorative terms can limit someone's potential and self belief. I see many organisations fall into this trap, narrowly focussing on a period of a person's life linked to whatever cause they champion. At Tyne we are determined to see the person, not the label. Our sense of place and commitment to our local communities is part of our identity as an organisation. Our person-centred and place-based approach means we take a longer, more holistic view in supporting people. We remain ambitious, and constantly explore potential with each person we work with. This will often mean moving beyond Tyne, but not always.

For instance, our new 'Move On' project was launched this year, in partnership with Homes England. It's aim is to help people move into affordable housing with the additional support of our first Employment Coach. The same project has seen us partner with a specialist service to provide support for Black, Asian or minority ethnic women trying to escape from domestic abuse, helping to bridge the gap between domestic violence refuges and mainstream housing.

This year also saw us launch 'Tyne Stories' an initiative set up across our organisation to find and share the authentic stories of the people that come to us for support. It's built on the understanding that we have a real responsibility to help advocate for those we support, sharing their real story in its fullest sense. This means not just seeing them as a label or defined by a temporary statutory process, but presenting the whole person, their history, and enabling them to envision their future yet to be written.

When we see the fullness of someone's life, we notice how often they were once in receipt of some form of support - which was terminated when it was perceived that the problem was 'fixed'. Our ambition is to use Tyne Stories to influence policy makers by presenting real examples of times when things could've been done so much better.

Many similar services devise a 'model' or a 'theory' that sums up how they work with people. As a set of broad principles the models usually contain little to disagree with, but the danger of creating and branding models to 'fix people' is the limitation that this places upon the very people they aim to support. Homelessness, as just one example, can be a label describing what should be a rare and brief period in a person's story - but our ambitions for people go much further than resolving homelessness. We want to help people to regain their sense of purpose, taking control over their own life and become the authors of their own story.

This is why when we're asked about our model our answer is simple - **"We put People First"**.

**Steve McKinlay,**  
CEO

# Tyne Stories



## Paddy's Story

**"I was born in Scotswood and was one of six kids. My stepdad sold fruit and veg and he'd make us all work for him when we were just little, knocking on the neighbour's doors. I'd sell loads because I was only about five or something, so they'd buy it because they felt sorry for me. I hated that, knowing people didn't even want it but just felt bad for me.**

I started sleeping out on the streets from when I was six because of troubles at home. I didn't get on with my stepdad and hated going to school so I just didn't go. Nobody did nothing about it really, it was different back then.

I'm sixty now and getting older so I had to think about changes. I've been sleeping in a tent by the Central Motorway in the town for the past seven years and was happy being under the radar. I had to get a proper home because people kept knocking my stuff and I'd been in the hospital for an operation. It's been different moving in here, I can't really get used to it yet. Sometimes I wake up in the night sobbing because of all the change.

Being on the streets you learn to look after yourself, but you also get help from people. That's why Newcastle is so good, people are always wanting to help. I've been going to the Joseph Cowen [Centre] for 20/30 years, it's class, they give you a cuppa and somewhere to have a bath and get clean. They also had a doctor there I could see and I get my post delivered because I didn't have an address. Jenny who worked there used to always try and get me help to get somewhere to live, but I said 'nah' I don't want it.

I know being here now is a good thing, but it's hard getting used to it. I've had loads of forms and letters being sent to me which I don't understand because I can't read, that's why it's good being in this type of place [Supported Accommodation] because people will help me get sorted and tell me what's what.

I've still got stuff to do in the flat to get it nice. The sofas and that came from the other people that live in here [the block of flats], they've been really good helping with getting me set up. I got this big TV from them as well, but I don't watch it that much, I've never been used to watching telly. When I was on the streets I got this radio from Joseph Cowen and I've had it for years, every night I'd listen to Smooth on it and it helped me get to sleep, I still do it now I'm in here and it helps me feel safe."

**We're incredibly grateful that Paddy felt able to share his story with us, and we're so pleased that he's working alongside his Tyne support team to transition into this next stage of his life. Paddy's story demonstrates the complexities that come with being homeless for so long, and highlights how important early intervention can be to break the cycle of homelessness. It's not as simple as providing a house, it's about putting the support in place to create a home.**

## Introducing Tyne Stories

**Tyne supports hundreds of people every year, providing access to housing, healthcare, training and more. Many of the people we work with have experienced homelessness and other complex challenges that are often misunderstood.**

Our Tyne stories initiative has been set up to provide a platform for people to tell their own story in a way that's authentic to them. We want to empower those that often feel powerless and challenge the stereotypes that are attached to homelessness and people living with complex challenges.

**In 2018 the Office For National Statistics published findings showing that deaths of people who were homeless had seen the highest year-to-year increase since records began in 2013. Men aged 45+ were identified as most at risk, and the number of drug-related deaths of people categorised as 'homeless' has increased by 55% since 2017. We want to see an end to all preventable deaths for those who are homeless, and like Paddy, we want to provide the opportunity for people to find support, safety and security in a way that's right for them.\***

# Housing

Since 1973 we've been providing homes to people across the region. This year saw us increase the amount of homes from 364 to 382, made up of shared and self contained housing and specially commissioned supported housing units.



Some of these properties have focussed on one of the priorities from our Resident Consultation Group - to increase the number of home which enable people to move beyond supported housing and into properties which are affordable by those seeking employment. Our new partnership with the Angelou Centre provides a place of refuge for women and children from black and minority ethnic backgrounds who are fleeing domestic violence.

Our Tyne 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.

During 2019/20 Tyne has provided housing to **486** individuals through our in-house lettings team. This is an increase of **12%** from last year.



Through our Investment Partner status with **Homes England**, we have purchased and updated **10 single flats** for residents who are ready to move on from emergency or supported accommodation.



During 2019/20 we've invested over **£200,000** in developing and maintaining Tyne properties to provide quality, decent homes for all residents.

## Better Together

**We're proud to work in collaboration with a host of brilliant partners from across the North East to support our region's most vulnerable. From local authorities to health services, probation, independent charities and other housing providers. Our goal is to work together in order to provide the best possible housing and support for the individual in need.**

- In 2019/20 we received **960** referrals.
- **90%** of these came through the local authorities we work with in Newcastle, Gateshead, North Tyneside, South Tyneside and Northumberland.
- The remaining **10%** of referrals came from a range of local support providers and self referrals.

## Of those interviewed to live with Tyne:

- **32%** Were rough sleeping or had no fixed abode.
- **26%** Were currently housed in a hostel or other supported accommodation.
- **19%** Were coming out of custody or approved premises.
- **13%** Were living with family or friends.
- **5%** Were living in a private or social rented home.
- **4%** Came from hospital.
- **1%** Were currently living in a B&B or Mobile Home/Caravan.

# Our 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.



have an offending background or have been in prison.



A snapshot taken on **31 March 2020** showed us that the primary presenting problems for supported housing residents were mainly struggles with their mental health (**32%**) or difficulty with drug or alcohol misuse (**30%**)

# Putting People First - Our Model of Support

This year saw us work in partnership with our residents, colleagues and key stakeholders to develop our new model of support, a framework that underpins our work. It presents a collaborative approach, built through learning, research, consultation and years of experience in delivering front-line services to those with varied and complex needs.

Tyne's model of support is focused on five core themes;

## We keep you safe

Tyne puts those who access our services in a safe position, we will support you to create a home, a place to feel proud of and a place you feel able to be honest, heard and understood.

## We make it about you

Support from Tyne starts with that relationship. No two people are the same, so we lead with progressive and individual support working to develop a partnership that activates real and lasting change.

## We build a positive challenge

The people we support know what is expected of them as an individual and a member of our community. We're not afraid to challenge or to be challenged ourselves if it means a better outcome for the person we're supporting.

## We're with you for the journey

There are many organisations providing housing. Tyne provides much more than that, understanding that life is a journey and it's almost never a straight road.

## We won't give up

If people face lapses or difficult moments, we offer them chances to put things right with our support. We won't give up easily. We are persistent, tenacious and determined to help everyone have a chance to get to a better place.

To find out more about Tyne's model of support and download the document in full, visit our website [tynehousing.org.uk/whatwedo](https://www.tynehousing.org.uk/whatwedo)

# Byker Bridge House

“Early 2020 saw the arrival of the Coronavirus pandemic to the UK, this brought with it many new challenges for staff and residents at Byker Bridge House. We’re incredibly proud of our response so far, working hard to ensure every resident is still able to access the support they need in a safe environment. Our partnerships with Newcastle City Council and Ouseburn Farm enabled us to provide emergency food parcels and hot nutritious meals to residents whilst self-isolating.”

Angela Agnew,  
Homeless Services  
Manager



**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 rooms 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 into our main or emergency beds. 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.

- During 2019/20 **186 people** stayed in a main bed at Byker Bridge House.
- Over **50%** of these people were successfully supported to move on into more permanent accommodation with help from Byker Bridge House staff.

## Emergency Beds

This year saw us increase our emergency bed capacity at Byker Bridge House. Working in partnership with Newcastle City Council, our emergency beds are in place to help relieve homelessness across the city. They provide a safe place to stay for up to five nights, whilst residents are being supported into next steps accommodation.

- Throughout the year **147** people stayed in one of our dedicated emergency beds.
- **72%** of these people were successfully supported into next steps accommodation with support from Byker Bridge House staff.

# Westbridge Mental Health Resettlement Service

**Westbridge Mental Health Resettlement Service is a unique partnership between ourselves and Cumbria, 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.**

- During 2019/20 **18** people stayed at Westbridge.
- This year, **88%** of Westbridge residents moved on to more permanent accommodation with support from their key worker.
- During 2019/20 **eight residents** started either education, volunteering or working.
- Nearly all Westbridge residents take part in social activities such as walking, fitness and more.

This year saw Westbridge work with Koestler Arts, a charity that promotes the arts in prisons, secure hospitals, immigration centres and in the community, encouraging creativity and the acquisition of new skills as a means to rehabilitation. Five of our Westbridge Residents worked with a session musician to create original pieces of music. This included Computer generated dance music, classical inspired music and punk inspired music. One of the residents’ pieces of music was selected to be played on a loop at the Southbank Arts Centre in London. The resident was provided with free travel to and from the event and was also provided with a complimentary ticket and travel for one guest to enable him to celebrate his achievement.

## Working in Partnership

**“The partnership approach at Westbridge is fundamental to its success. Combining clinical and residential support provides our residents with the tools they need to develop and move on towards an independent life. For myself and my colleagues in the clinical team, it’s given us an opportunity to better understand the role social care plays in the rehabilitative process. Working alongside an independent provider that has a wealth of experience and resources of its own is a hugely positive process for both staff and residents.”**

**The Tyne Housing team offer a skilled, flexible and creative resource which matches the skills, efforts and aims of the clinical team to facilitate the rehabilitation of those on the secure care pathway, returning to a safe and productive life in the community.”**

Andy Parker,  
Clinical Lead,  
Westbridge Mental Health  
Resettlement Service



# Wellbeing

Many of the people we work with at Tyne have experienced or are currently experiencing complex challenges relating to their physical health, mental health and wellbeing. As well as providing a drop in health centre for adults at risk of, or experiencing homelessness, we're proud to work closely with a number of key partners across the region, connecting people to the health and wellbeing services they need.



## 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.

This year saw us complete a **£35,000** investment project within the centre. This project included the reconfiguration of the interior as well as modernisation and maintenance works to help provide more opportunity and better facilities for visitors, volunteers and our clinical partners.

## Our services

### GP Drop In

Our volunteer GP, Dr Joe Kelliher continues to offer a free weekly clinic at the centre, providing drop in consultations for those who are currently not registered with a GP, or without a fixed address.



### Food & Drink

As well as providing hot drinks and emergency food parcels, we work alongside local charities to distribute food bank vouchers to those in need.

### Harm Reduction

Working in partnership with Newcastle Treatment and Recovery (NTaR), we provide harm reduction services for those currently using or in recovery from drug/alcohol misuse. This includes face to face advice and accessible support, referrals to specialist agencies and a needle exchange service.



### Clothing & Washing Facilities

The centre has male and female showers as well as a laundry service for those in need. It also takes donations of clothing and toiletries which are then organised and distributed to visitors in need by Tyne's staff team.



### Advice and Support

The Joseph Cowen Centre is always staffed by two trained members of staff as well as experienced volunteers. 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.

**During 2019/20 the centre was visited 4,168 times by 437 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.

Most visitors access the hot drinks and refreshments on offer as well as at least one other service during their visit.

# The Progression Hub



## Learning, Wellbeing, Training & Engagement.

Opened early 2020, the Progression Hub exists to provide a dedicated space where Tyne, and partners, can deliver services, training and more informal activities to our residents, visitors and other individuals who are facing or are at risk of, homelessness.

Funded by our friends and partners at Newcastle City Council, the hub is located above our Joseph Cowen Health Centre in Byker. Comfortably accommodating up to 30 people, the space has been created in order to be flexible to the needs of those using it. It's made up of two group work areas and is fully equipped with Smart TV's and Wifi facilities as well as a small refreshment kitchen and fold away table tennis equipment.

This year we developed partnerships with Crisis Skylight, The Northern Learning Trust and many more to host a number of wellbeing courses, training and further activities such as mindfulness, renting ready and monthly table tennis sessions.

The hub's aim is to create further opportunities and sessions for people at risk of, or facing homelessness to develop new skills, make friends and build confidence.

In January 2020 we held a launch event at the hub welcoming 30+ partners from across the region to talk about the value of partnership working in order to best support those most vulnerable. Speakers from Newcastle City Council, including Eugene Milne, Director of Public Health joined us to discuss the importance of joint working and collaboration across the city.



# Staying Active

We're proud to hold a silver Better Health At Work accreditation, and are committed to creating a healthier workplace at Tyne for both our staff and those we support.

- This year saw our resident and staff football games really take off, with monthly sessions held at Walker Activity Dome.
- Partnering with East End FC we held a drop in and play session at the football club for residents to attend.
- Our engagement team started fortnightly table tennis sessions for residents which were well received and attended by all.
- Partnering with Crisis Skylight we ran weekly mindfulness sessions from our brand-new Partnership Hub.

# Community

**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, making our region a better place for all.**

When we see a need, we build a response and get to work – **we make a difference.**

While Tyne are proudly independent, we also believe that we're better together. This sees us embrace collaboration with specialist services, involving staff and the people we support to evolve and improve our work. When we build new projects, or invest in our communities, we make sure that we're responding to real need, in the right way.

## Resident Engagement

Living at Tyne is more than just a roof, it's being part of a bigger community. Our resident engagement activity demonstrates exactly this. Led by a group of Tyne residents, we work to run a number of engagement sessions and activities to help develop skills, friendships and confidence as well as providing a platform for all residents to have their say in living with Tyne.

- Over **250** residents have attended a Tyne community engagement event during 2019/20.
- Over **400** resident property inspection forms have been completed during 2019/20.
- Tyne's 'Summer Olympics' community engagement event welcomed **58 attendees** from across Tyne properties.
- During 2019/20 our resident consultation group held **15 meetings**, part of which was to work together to develop and distribute their own 'TyneTALK' resident newsletters.



Tyne Annual Report 2019/2020

## Ouseburn Farm

**Ouseburn Farm is a visitor attraction for the local community as well as an education and training centre for adults with learning difficulties and additional needs.**



**Ouseburn Farm is a subsidiary of Tyne Housing, however, it is also a registered charity in its own right with its own board of trustees and its own staff team. This year Ouseburn Farm has continued in its work, providing an important resource for local residents and a safe place for vulnerable adults to learn and grow.**

- During 2019/20 the Farm supported **45 trainees** with learning disabilities and additional needs, completing a total of **5035** individual learning sessions across the farmyard, gardens, workshop, cafe and kitchen.
  - **1,249** local school children visited the farm this year to take part in education sessions, learning about the origins of their food and sustainable living.
  - The **NOSH project** has seen Ouseburn Farm's kitchen and project team visit seven Tyne properties to deliver a total of **42** sessions to support residents to develop basic financial skills through planning, preparing and eating meals together. So far **49** different residents have taken part.
  - **2192 hours** of time were delivered by **29** different volunteers over the year, all developing new skills, experience and growing their confidence.
  - This year saw a **£100,000 refurbishment** of Ouseburn Farm's visitor centre. **Supported by Tyne and Newcastle City Council**, the new refurbishment will provide a large event space and welcome area to create additional revenue streams for the charity.
  - This was the final year of a three-year partnership with creative agency **Drummond Central**, which, as part of their '**Takin' Care of the Community**' strategy they provided financial and professional in-kind support to the charity, working closely with the team to help raise Ouseburn Farm's profile.
- "Working with Ouseburn Farm to deliver the NOSH project at Tyne supported housing accommodation in South Shields was brilliant. We ran a six-week course with our residents who thoroughly enjoyed it. They actively participated each week, helping to ensure the kitchen was clean and ready for the sessions and working together throughout them to learn and cook their meals. Since the course ended, two residents have completely changed their shopping habits, cooking Sunday lunch together every week and commenting how grateful they were to the Ouseburn Farm team for the opportunity."**

**Lesley Stanners,**  
Supported Housing Officer,  
Tyne Housing



## Jane's Story

**"I live with my mam in Newcastle. When I was little something really horrible happened to me which has meant I've found it difficult to leave the house. I've had loads of help through counselling and stuff but not much has made a difference, until recently I spent every day sleeping and then would just be awake at night so I didn't have to see anyone outside of my house."**



I sometimes would go to the corner shop, but I even found that really hard and the only person I felt like I could trust or speak to was my mam. It was her who encouraged me to come to Ouseburn Farm. At first, I didn't want to come, but in June 2018 I did it and joined the Ouseburn Farm Growing Together Programme. The first week was really tough, I found everything overwhelming and was crying all the time, but the staff there really helped me, and because I started to feel comfortable with them, I felt I could keep going and come back the next week.

Joining the programme has honestly changed my life, after a while I started to help out the staff more, supporting some of the others in the class too which really helped my confidence and made me see that I wasn't just the odd one out as so many other people had their own struggles too. I now volunteer at the Farm every week, mainly helping out with the small animals, but also supporting the trainees in their work which I absolutely love.

Outside the Farm I have a great circle of friends, and for the first time ever I recently went to a pub and now spend a lot more time socialising and trying new things thanks to my confidence growing and feeling like I can trust people again. I want to keep developing myself and learning new skills so that I can maybe one day go on to get a full time job, but for now I'm just so happy to be where I am, not letting the past rule my life, but feeling excited about what the future holds."

# Learning

## A flexible approach to learning

Whether it's getting back into the classroom, learning to manage your tenancy, creative cookery or life on the farm, we're passionate about providing people with learning, training and development opportunities that work for them. We offer a range of activities, courses and accredited training sessions ran by both our specialist staff team and our partners.

## The Move On Project

Summer 2019, saw the approval of a brand-new programme at Tyne. Funded by Homes England, the 'Move-on programme' aims to help those who are currently living in emergency or supported accommodation move on toward education, volunteering, work and independent living.

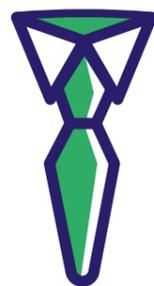
Supporting small steps that lead to bigger transformations:



In summer 2019 we appointed a full-time employability coach at Tyne to help support residents through learning, engagement and into work.



As of March 2020 five residents have successfully moved on from supported accommodation and into their own home with support from the move on programme.



Two of those five residents have now secured full-time work, with the others actively job seeking or completing learning or training qualifications.



28 residents are currently completing a bespoke workbook, developed by Tyne's employability coach to help develop confidence and emotional resilience before moving onto other types of training.



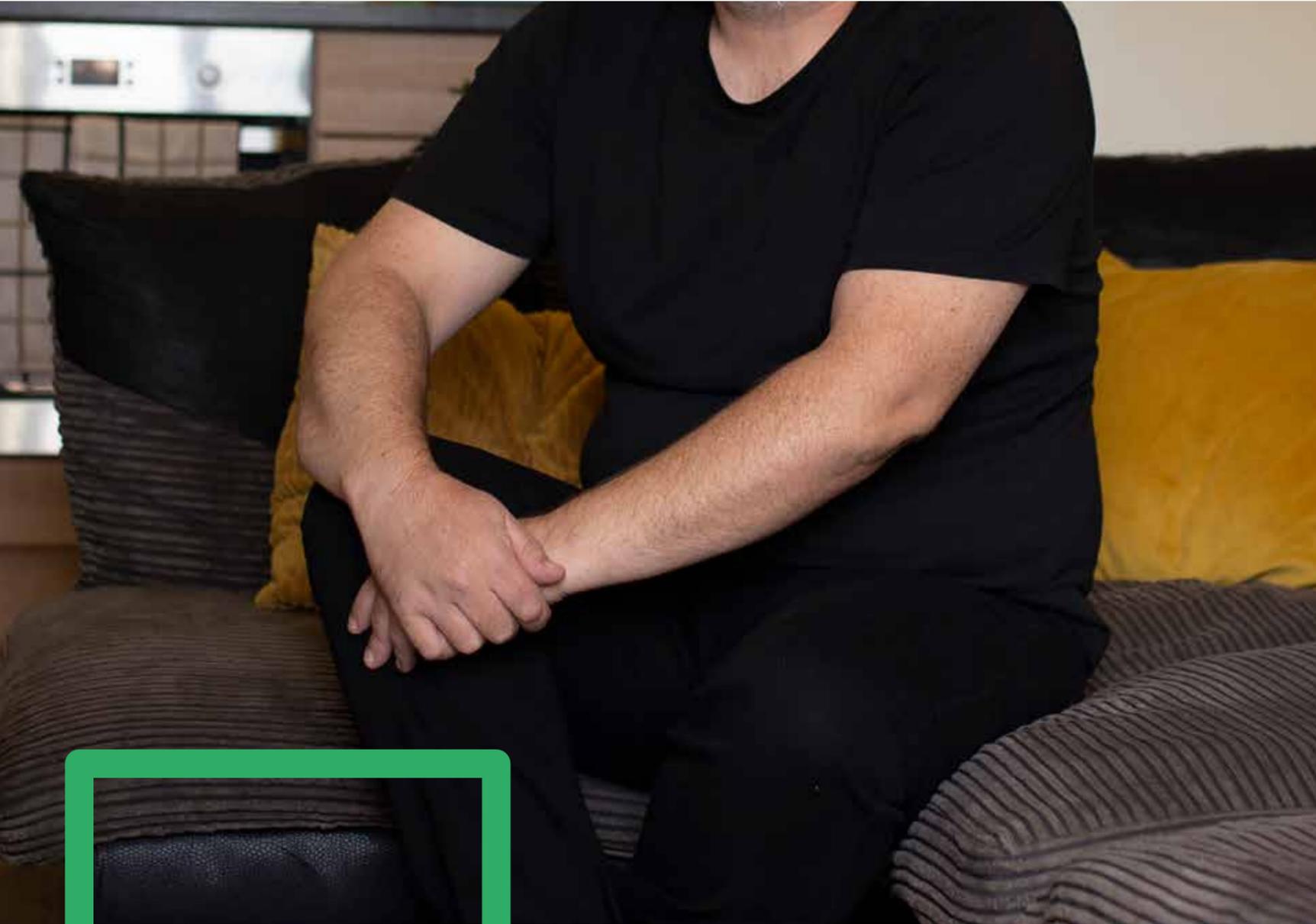
14 residents have taken part in Tyne's new employability course, completing seven modules to help prepare them for volunteering, work or further education.



## Skills Training

Skills Training has always played a part in our work here at Tyne. Our wood workshop first opened back in 1975 and following some further investment and the appointment of a new carpentry project worker it relaunched this year. Its aim is to offer opportunities to vulnerable groups from across the city to come along and develop their skills in a hands-on practical environment.

- Our wood workshop is located at our easily accessible **Wilfred Street Site** in **Byker**.
- Supported by **Newcastle City Council** it sits across three floors, allowing for group work, individual carpentry projects and a display area.
- Since reopening this year the workshop is running **six sessions each week**. **12 residents** from Tyne accommodation attend the workshop weekly.
- This year has seen the development of an **outreach plan** for the workshop where our **carpentry project worker** will visit Tyne properties, working to **engage residents** to work together on a **creative group project** in their home.



## Dan's Story

**"I'm from a good area in Newcastle and never really thought my life would be like this. I did well at school and got all my GCSE's then left and got an electrician apprenticeship which was alright, but I don't think it was really for me. It all changed really when I was 19 and my big brother had taken his own life. I was the one who found him in the house when I came home and that just changed things for me and my mental health. I had a good family and had my mam, so I did manage and started studying again at Newcastle College for a HND in Civil Engineering."**

I really enjoyed going to college, but then my mam got sick with cancer and things just got really difficult. I remember going with her to the doctors and I asked them for help with my mental health and basically just got told to 'man up' so I never asked again. When my mam died I was 23, she has always been my rock and that was just the worst thing that could have happened. I was left living with my stepdad who I didn't get on with and was just so numb from it all, so I started partying and drinking a lot which led to him kicking me out of the house and ending up on the streets.

This was definitely the worst time of my life, I struggled with relationships and found myself in situations I'm not proud of. I was getting in trouble with the police for the first time ever and ended up in prison for two months. When I think about this now, it does seem so shocking and not like me, but at the time I honestly felt nothing because I was just so numb didn't even care what happened to me.

I've now lived with Tyne Housing for around two years and having someone there who I can trust and talk to has really helped. I'm dead happy I've been given a chance to move into this new place on my own and out of a shared house. In the first week I was in here I just knew I was ready to get out there and get a job and start moving on with my life. This place being actually affordable means I could do it and not be worried about losing my home or keeping up with costs if something went wrong. I woke up one morning and just started applying for loads of jobs online, I got three interviews and offered two jobs, but I took this one because I could start straight away and it's been dead good so far. I've been taking on as much overtime as I can so I set myself up right, pay all my bills and start getting stuff sorted in the flat to make it more homely.

Maybe in the future, I might look at going back to college or something, but I do just feel like there's a real way forward now and I know I can see myself having a normal future – starting on Sunday when my mates are coming round for a Fifa tournament."

# Team Tyne

We believe in people. Our team is the beating heart of Tyne, without them we couldn't do what we do. We share our knowledge, and encourage everyone involved with us to shape our services and improve what we do. We are an experienced and diverse group of people, who care about evolving and growing as individuals and as a community.

We're always incredibly proud of our team, but now, more so than ever. Early March 2020 saw the arrival of the Coronavirus Pandemic in the UK. Immediately our team got into action, working harder than ever to ensure we were equipped and able to continue in our work to support those most vulnerable.

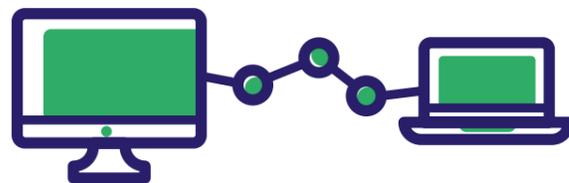
## Investing in people



This year we continued to **grow and develop our teams**, creating **four new supported housing officer posts** to provide us with the **resource and expertise** we need to support more people across the region.



We continue to hold our **silver investors in people accreditation**, working towards gold in 20/21.



In **May 2019** we welcomed a new **Head of ICT** to Tyne to help develop current and new systems across the organisation. We also began work on a **digital inclusion plan**, starting with the introduction of **free wifi** across all Tyne properties.



This year we invested over **£30,000** in **staff training**, supporting our teams to gain the best possible knowledge and awareness in order to do their job.



**2019/20** saw the reintroduction of **HIVE HR**, providing staff with the opportunity to offer **anonymous feedback** on a range of topics at Tyne.



Our monthly staff newsletter **'The Tyne Post'** was sent out each month, working with staff teams to provide updates and spotlights across the organisation.

## Strengthening our Governance



"With over 30 years' experience in the NHS, I have seen first-hand the impact and importance of housing on people's physical and mental health and wellbeing, as well as health inequalities in society. Getting housing right will help people get to a better place and change their lives. This is where organisations like Tyne makes a real difference particularly for those who are vulnerable and homeless. I am very proud to be part of the board, and help make this happen."

I have served on a number of Boards, and this enables me to ensure good governance for Tyne Housing, so it is able to continue its vital work. My health background and knowledge and experience of how service commissioning works will help to strengthen and develop the support and the range of offer we can give to keep people healthy and independent in the community."

**Annie Topping**,  
Tyne board member & Executive Director of Nursing, Quality & Patient Safety - NHS Northumberland Clinical Commissioning Group

## Recruitment



This year saw the successful completion of an intensive recruitment process to welcome **five new board members** at Tyne. Each new member brings with them a wealth of **knowledge and experience**, including, **housing, health, local government, education and social care**.



This year saw us work hard to **develop and strengthen** our recruitment processes at Tyne, introducing **new recruitment packs**, putting people first and focussing on our values as a way to help find the best possible candidates.



We were incredibly proud to see **five of our residents** complete training and join our recruitment panel. They now play a vital role in Tyne's recruitment process, interviewing new staff members, **offering their feedback and perspective** as a resident living with Tyne.

## Better Health at Work



This year saw us achieve our **Silver Better Health at Work award** and start our work towards achieving Gold in 2021.



We continued to **invest** into our **comprehensive employee assistance programme**, providing free access to counselling, GP advice, legal, financial and welfare advice for all our staff.



On **World Mental Health Day 2019** we were incredibly proud to sign the **'Time to Change Pledge'** finalising an action plan that demonstrates our work to end mental health stigma in the workplace.



Our sickness absence policy was reviewed and improved following staff feedback and a **new Mental Health Wellbeing policy** was developed.



## Thanks and Acknowledgements

### 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. We're proud to work in collaboration with a host of brilliant partners to support our region's most vulnerable. Below is just a snapshot of some of those we must acknowledge and pay thanks to throughout 2019/20:**

|  |                         |
|--|-------------------------|
| Crisis   | Newcastle City Council  |
| Cumbria, Northumberland and Tyne & Wear NHS Foundation Trust | Newcastle Gateshead CCG |
| Gateshead Council  | North Tyneside Council  |
| Home Group   | Northumberland Council  |
| Homes England  | South Tyneside Council  |
|  | Street Zero             |

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

Keep up to date with all things Tyne on our website at [tynehousing.org.uk](https://tynehousing.org.uk)

Tyne Housing Association Ltd is a registered provider of social housing under the Housing and Regeneration Act 2008, Registration No: LH4297 and a registered society under the Co-operative and Community Benefit Societies Act 2014, Registration No: 21011R. Tyne Housing Association Ltd is regulated by the Regulator of Social Housing. Tyne Housing Association Ltd is an exempt charity under the Second Schedule of the Charities Act 2011.



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