1973 - 2023 50th

Tyne Housing

Making an Impact:
Our Social Value Report

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Everybody in a better place

Housing | Community | Wellbeing | Learning

1973

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

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Introduction

How to sum up 50 years of service to the North East in just one report? It's a real challenge, and our words could never truly do justice to the hard work put in through the last five decades. Still, we are pleased to mark this milestone with our Social Value Report 2023. The Report was independently conducted and validated using established methodology. The requirement not to overclaim on our achievements was made explicit by the evaluators from the very start. This ensures that we remain transparent and accountable to those we support - and those who support us!

In 1973, the first incarnation of Tyne was formed to provide accommodation for "single homeless, isolated and vulnerable people". 50 years later, it is reassuring to know that we have never strayed from our original mission. With this Report, we present a snapshot of Tyne's work, extrapolating our impact through the decades as we go from strength to strength. The 'Theory of Change' approach, outlined in the Report, focuses on outcomes for residents. It is supported by data and by the real stories of the people who inspire us.

Our first Impact Report was published in 2019 - just before a pandemic that brought health inequalities into the political spotlight. Both the Impact report and our response to Covid influenced our Strategic Plan 2021-2026. The name of our strategy also describes Tyne's culture of 'Putting People First', with emphasis on the four key building blocks of Housing, Wellbeing, Community, and Learning.

Now, the context for this latest report is the growing demand for services that put the needs of the most disadvantaged front and centre. Because of this, we feel keenly the responsibility to learn from, and act upon, its results.

It is helpful to see how our different services perform individually, but it is also vital to understand that, in reality, people do not access our services in isolation. This is why we have structured this report around our 'Theory of Change', which focuses on the outcomes that those we help can hope to achieve.

Although we have a long way to go to develop a fully personalised outcomes report, this is our goal for the end of 2026. We want to report our impact in a meaningful way to the amazingly resilient, often surprising, and always wonderful people who use our services.

Steve Mckinlay & Dr. Annie Topping
Chief Executive & Chair of the Board

Our Values

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.

Tyne's Theory of Change

Trust, Hope, Belief

Basic Needs

Immediate Outcomes

- Meeting Basic Needs
- Establishing Stability
- Meaning and Purpose

Building Strengths

Medium-Term Outcomes

- Personal & Social Skills
- Taking Control
- Coping Strategies for Harmful Behaviours
- Independent living and employment skills

Positive Lifestyle

Medium-Term Outcomes

- Reduction in harmful and negative lifestyles
- Meaningful Activities

Wider Impacts

Long-Term Outcomes

- Health and Wellbeing
- Progress Towards Independent Living
- Benefits to Communities and Local Areas

About our Theory of Change

A robust evaluation methodology, Theory of Change is a process of mapping out how social change can be achieved; the mapping process starts with identifying the desired long-term impacts and then works back from these to identify all the shorter-term changes (outcomes) and conditions that must be in place for the impact to be achieved. This is then further mapped onto the activities, inputs and resources needed to be put in place to achieve the identified outcomes and long-term impact.

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Basic Needs & Establishing Stability

Many of the people Tyne supports have previously experienced a time of need - including homelessness, poverty, and a lack of access to services.

Those who come to Tyne immediately have a roof over their heads, food, water, warmth and rest. The supportive environment Tyne creates encourages our residents to feel safe and secure, both within their homes and the wider community.

Byker Bridge House

Our Byker Bridge House service was originally set up in 1995 to provide a centrally located service that can offer emergency bed spaces to adults facing homelessness across the city. 27 years later and the building has since been redeveloped to act as a hub for homelessness services in Newcastle, ensuring people who access it are quickly coupled with the right support, connected to relevant health services, stabilised, and then provided with move on accommodation options that work for them.

The support and stability provided by Byker Bridge House gives people 'breathing space' to take stock and think about the future. Through the support of the staff, residents can start to build personal and social strengths.

Opportunities for meaningful activities, such as getting involved with the Progression Hub, Creative Studio and Workshop, and engagement with Ouseburn Farm and other volunteering opportunities are available to residents. The ultimate goal of the support at the Byker Bridge Hub is to help residents move on to long-term accommodation options, and to stop the cycle of homelessness and insecure housing.

Every £1 invested in Byker Bridge House results in £3.02 in social value

Of those with debts at the start of their stay, two-thirds were helped into a debt management plan or to reduce their debt burden

The average length of stay for residents living in Byker Bridge House is 47 days

83%

of residents feel that they are making progress towards work or are work-ready, with a third of residents feeling that their readiness for work has improved during their stay at Byker Bridge House

Rough Sleepers Accommodation Programme (RSAP)

Part of the Byker Bridge Hub, the RSAP programme is funded through the government's Rough Sleeping Strategy, with self-contained supported flats in Newcastle, Gateshead and North Tyneside. The purpose of the RSAP programme is to provide people with longer-term secure housing, as a foundation for making lasting impact in their lives. It focuses on people with multiple and complex challenges that mean they find it difficult to secure an independent property.

People are referred into the programme via the local authority homelessness pathway, and with low caseloads, our dedicated workers can provide intensive support to enable a sustained move into a long-term, fully furnished, self-contained flat.

Operational since 2021, the indications are very positive, with 90% sustaining their tenancies.

Supported Housing

The National Housing Federation's 'Starts at Home' campaign's recent study sheds light on the significance of supported housing, as without it, 41,000 more people would be homeless with another 30,000 at risk of homelessness. At Tyne, we believe that having a stable home is crucial for success in many areas of life.

Of course, sometimes people need a little help to achieve this stability and sustain their tenancy, that's where our supported housing model comes in. We offer a range of properties, from self-contained flats to shared houses, and believe that the relationship between residents and support staff is key. Our recruitment process prioritises hiring support staff who share our values and have a desire to help.

To support staff development and a consistent approach, we have developed a way of working in partnership with our residents, staff teams, and stakeholders. Our Model of Support presents a collaborative approach, built through learning, research, consultation, and years of experience in delivering services to those with varied and complex needs.

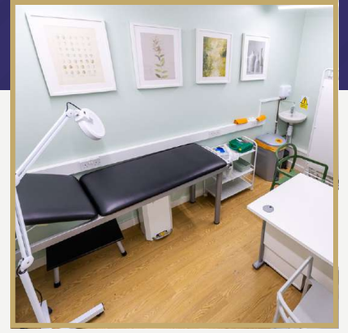
"I am happy to have a roof over my head and to be welcomed. I feel safe, and don't have to worry about where I'm going to lay my head tonight."

Every £1 invested in Tyne supported housing results in £2.19 in social value

The average length of stay as a resident living in Tyne's supported housing accommodation is just over 18 months

463

463 individuals were provided with supported housing for part or all of the year during 2021/22



Joseph Cowen Health Centre

Located right next to Byker Bridge House and delivered in partnership with NHS North East and North Cumbria Integrated Care Board and Newcastle City Council, the Joseph Cowen Health Centre exists to ensure people who are experiencing homelessness or insecure housing can have access to quality healthcare and support services.

The Joseph Cowen Health Centre provides a drop-in facility that offers refreshments, a laundry, bathing facilities, clothing, housing advice and a referral point for food bank vouchers. Visitors can access a variety of health and wellbeing services, including harm reduction, two volunteer GPs, sexual health, medical screening, and mental health support. The centre also offers a safe space for homeless people who are engaging with health, housing and other services - as well as a listening ear.

During 2021/22, the Joseph Cowen Health Centre delivered 7,543 interventions for 577 individual visitors

65%

of those who visit the Joseph Cowen Centre reported that the Centre helps them take control of aspects of their life (e.g. housing, health, finances)

Every £1 invested in the Joseph Cowen Health Centre results in £13.04 in social value

"I think they're fantastic - friendly, fair and 100% trustworthy. They seem to enjoy helping people."

Basic Needs & Establishing Stability

Meeting Basic Needs

69%

of Joseph Cowen visitors say that the Centre helps them have enough food to eat, with 78% claiming that they wouldn't easily be able to access refreshments elsewhere

77%

of Joseph Cowen visitors couldn't easily access hygiene services elsewhere

"Tyne has given me the stability to be able to be like this. I feel safe in my own space, my mental health is stabilising..."

67%

of residents reported an improvement in their sense of safety inside Tyne supported housing accommodation, compared to when they were in their previous homeless/housing situation

75%

of residents reported an improvement in their sense of safety inside Byker Bridge House, compared to when they were in their previous homeless/housing situation

Establishing Stability

"Knowing that you can get help keeps me more confident, not helpless."

65%

of Byker Bridge House residents were helped with organising welfare payments or applying for welfare

52%

of supported housing residents have been supported in registering with a GP

89%

of supported housing residents indicated that their support worker had helped them connect with multiple support services

72%

of supported housing residents have engaged with positive and/or preventative health services

Meaning and Purpose

70%

of those living in Byker Bridge House register with our Rapid Rehousing Service*

94%

of residents had an active support plan within 5 weeks of living with Tyne

*Rapid Rehousing aims to swiftly connect people experiencing homelessness/rough sleeping to a fixed accommodation. By connecting people with a home, they are in a better position to begin addressing other challenges they face.

96%

of visitors have confidence and trust in the Joseph Cowen staff

"The place is a community hub and without it we would be stuck. Nowhere else nearby offers the same service"

- A Joseph Cowen Visitor

Building Strengths

The foundation of having a safe setting, stability, and a personal support plan to move forward enables our residents to build strengths that are vital to moving on positively in their lives.

Residents at Tyne build both personal and social strengths whilst learning new skills, including developing coping strategies for harmful behaviours and independent living skills or skills towards employment. Fundamental though is building on the trust that has been established with support staff, to improve each person's capacity to engage with others. Connection is important and through both in-house services and external partnerships, our residents are supported to engage with a range of pop-up sessions.

The Progression Hub

Opened in early 2020, the Progression Hub provides a high quality, dedicated space for the delivery of services, training and activities. Here, isolated people can develop new skills, make friends, and build their confidence in a safe and inclusive environment

The space has been created to be flexible to the needs of those using it, and it has become the unofficial home of our Resident Consultation Group. It's made up of two group work areas with Wi-Fi facilities as well as fold-away table tennis equipment which hosts our monthly resident/visitor games.

628

During 2021/22, the Progression hub was accessed 628 times

Between 60-70 people used the Progression Hub each quarter in 2021/22

Tyne's Employability Programme

Our employability programme was developed in 2019 with the aim of helping adults living in emergency or supported accommodation to move on towards employment, volunteering and low support, affordable housing in partnership with Homes England's Move On programme.

During 21/22 a bespoke employability programme was created for our residents, delivered by our Employability Coach through weekly two hour sessions. The programme is accredited by CECOs College, London, enabling participants to achieve a recognised qualification.

"The courses help you feel prepared for employment and are really worth taking up. I've already attended an interview for a job and have learnt so much about nutrition and health that will support me in the future."

Workshop and Studio

First opened in 1975, our workshop and creative studio provides a hands-on learning environment for people who are interested in developing their creative skills, with opportunities to engage in woodworking, art and music, whilst connecting with others. Based next to our Health centre and the Byker Bridge Hub, the Workshop is co-funded by our partners at Newcastle City Council.

The Workshop is a safe space for people with vulnerabilities to come together, running regular weekly sessions that help build confidence, skills and friendships. A key part of workshop activities involves joint work to deliver large scale commissions that can be enjoyed by the whole community.

Connecting in the Community

Commissioned by Urban Green, our workshop team supported attendees to create two beautiful bespoke benches and a nature-themed sculpture to form the centrepiece of the Blossom Together circle in Exhibition Park, Newcastle.

Created to reflect the peaceful and reflective nature of the blossom circle, our team worked with NHS staff and park users, engaging them in the artwork design and look and feel of the benches.

This collaboration led to the benches being made with accessibility first in mind - the seats are slightly higher than an average seat and have angled backrests for comfort. Each seat also has one high, carved armrest to provide firm support and aid those who might have difficulty getting up, as well as an open end to provide accessibility for wheelchair users.

Westbridge Mental Health Resettlement Service

Westbridge Mental Health Resettlement Service is a partnership between Cumbria, Northumberland, Tyne and Wear (CNTW) NHS Foundation Trust and Tyne Housing. Westbridge provides support for people being discharged from a secure hospital, or prison, to help them return to living in the community.

Staff at Westbridge provide assessment, treatment and rehabilitation for people over 18 years who have been assessed as having an identified risk of causing significant harm to self or others, and have a mental condition or learning difficulty. It has 14 single beds – 12 full time and 2 in-reach beds for gradual integration.

The team providing support includes a number of different professionals working together who have experience of helping people with mental conditions, including: Psychiatrists, Psychologists, Support Workers, Community Psychiatric Nurses, Social Workers, Occupational Therapists, and Housing Support workers.

"Being at Westbridge has given me so much confidence and independence that I just never thought I would have and I can't thank them enough for that. It's a very relaxing environment, I can come and go as I please and everyone here is nice. I've been learning some new skills too which I'm hoping I can use to land a job in the near future"

There is an indicative saving to the NHS per patient from being accommodated at Westbridge of £209,060

When surveyed, Westbridge residents scored their overall satisfaction with life a 7.3/10 on average - one of the highest scores across all the service areas assessed

The average length of stay as a full-time resident is just over 18 months

All residents are supported with setting up welfare payments and managing their finances - this support has resulted in two residents receiving an additional £8,300 per year, compared to what they would have otherwise received.

Building Strengths

Personal & Social Skills

"Tyne Housing helped me to develop social skills. Tyne Housing assisted me in making friends."

Over one-third of residents living in supported housing show an improvement in how much they trust people

86%

of residents living in Westbridge have improved in their ability to connect with the local community. At the start of their in-reach, only 43% of residents felt they could do this with little to no help

6/10

At the start of their in-reach period, the average score for general trust in others at Westbridge was 3.4/10 - this has improved to 6/10 after the in-reach period

Taking Control

71%

of residents reported that they feel in control of their life since arriving at Westbridge

89%

of visitors feel the Joseph Cowen Health Centre helps them have a better quality of life

39%

of Byker Bridge House residents reported an increase how often they feel in control of their life

Coping Strategies for Harmful Behaviours

of those with drug addictions living in supported housing, 76% were supported into a treatment plan or recovery

of those with alcohol addictions living in supported housing, 69% were supported into a treatment plan or recovery

81%

of visitors feel the Joseph Cowen Health Centre has prevented their health getting worse, for almost 3/4 of respondents, it has helped improve their health

50%

of Joseph Cowen visitors have been able to stay in touch with services through communication support (eg: Phone/Computer access, Care-Of Address)

"I would not be alive if it hadn't been for your kindness. Thank you for being patient with me and pushing me to get help. I will always be eternally grateful"
- Callum, Joseph Cowen Visitor

Independent Living and Employment Skills

40

individuals engaged with our employability programme during 2021/22

57

individuals engaged in progression activities during 2021/22 (external training courses etc)

50%

Half of Tyne residents have improved their financial comfort as a result of debt, welfare and other financial support available, and improved skills for budgeting

50%

of people living in Byker Bridge House are better able to manage their health and medications since arriving

Positive Lifestyle

Residents at Tyne Housing are encouraged and supported to take more control of their lives. Whilst developing key strengths, residents begin to reduce harmful and negative lifestyle behaviours and develop a sense of belonging to the wider community.

A wide-scale evidence review of the factors that affect people's wellbeing resulted in identifying the Five Ways to Wellbeing*, which are:

- to connect
- be active
- take notice
- keep learning, and
- give back

Residents at Tyne have the opportunity to engage in meaningful activities that support these outcomes, such as litter picking to help clean up the community, training and learning sessions, monthly football matches, social events, and volunteer opportunities at Ouseburn Farm or with Tyne.

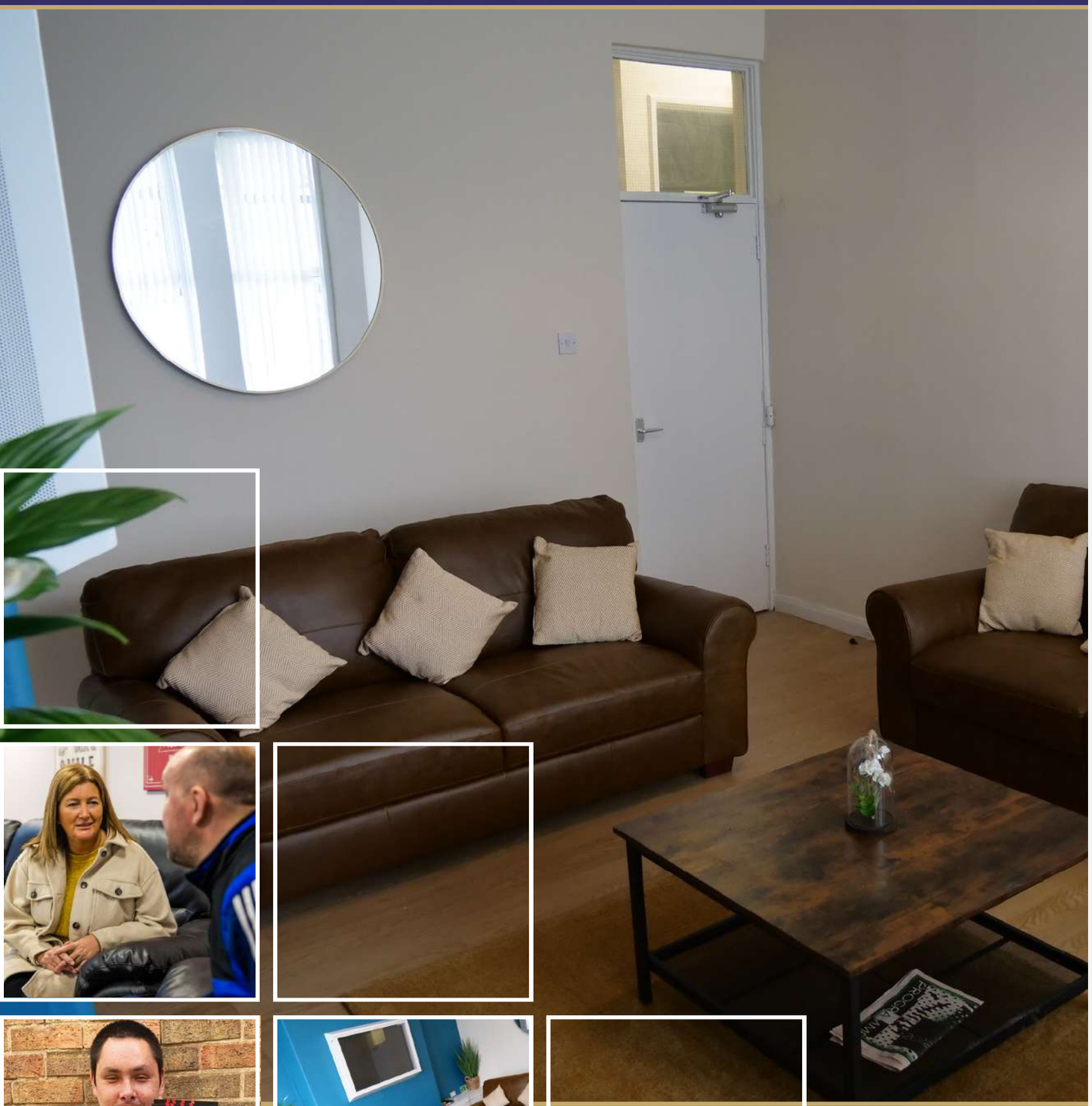
*Developed in 2008 by the Centre for Wellbeing at the New Economics Foundation, the 'Five Ways to Wellbeing' is a public health message promoting evidence-based practices for improving personal wellbeing

Recovery House

Tyne's Recovery House is a partnership between Tyne and a local drug and alcohol specialist support service, providing a home for up to six people who have all made the decision to abstain from substance use. The idea for the service came directly from Tyne's Resident Consultation Group, when they set out their top 5 priorities for the organisation.

At the Recovery House, residents receive support throughout their recovery journey. In addition to a safe and comfortable home, residents receive guidance in essential life skills such as cooking and budgeting. They are also encouraged to connect with the local community and are supported to access work and training.

"I was nervous and anxious at first, but being here has given me the footing to move on. We look at the past and why we do the things we do. I learn something new every day and we play games on a Friday. It's doing me good."



Resident Consultation Group

Tyne's Resident Consultation Group meets monthly and acts as a voice for the wider residents at Tyne. The group works closely with Tyne senior management and the Board to ensure that residents have a voice in all aspects of Tyne's work.

In addition to the group's work with Tyne, members have been working with a range of other partner organisations, representing residents in discussions with funding bodies including local authority commissioners and all of the local universities by participating in a range of research projects.

The group now plays an active role in Tyne's scrutiny processes, bringing with them a unique perspective and insight gained from using our services.

Ouseburn Farm - Placement Programme

In 1976, parents from Byker took over a plot of land on the site where Ouseburn Farm is now. They wanted their children to have access to nature, grow their own food and take care of animals.

Today, as Tyne's charitable subsidiary, Ouseburn Farm is a working community farm in the urban centre of Newcastle upon Tyne, staying true to its original purpose by providing 36,000 visitors a year with the opportunity to care for nature and learn about the origins of food through engagement with farm life.

Ouseburn Farm runs a placement programme for adults with learning disabilities, difficulties, and autism spectrum disorder. The work of the Farm and the Placement Programme would not be possible without the amazing support by Volunteers from the community and local organisations. The Farm provides an integrated setting where Placements and Volunteers can work together to develop and run farm projects which are widely used by the whole community.

Placements at Ouseburn Farm learn new skills and connect with nature, each other, and their community through meaningful activity in the farmyard, gardens, kitchen, café, and visitor centre. The Placement Programme offers sessions throughout the week, with a selection of courses including gardening, catering, animal care, as well as creative subjects.

Every £1 invested in Ouseburn Farm's Placement Programme results in £11.65 in social value

In 21/22, a total of 275 people volunteered at Ouseburn Farm (this includes regular, as well as one-off or corporate volunteers)

85% of carers feel that the person they care for has improved their positive feelings about themselves, such as confidence, aspiration or motivation

David's Story

Three years ago, David felt isolated and struggled to find ways to engage with his community. Outside of one day a week when he would visit the cinema with his care worker, most of his time was spent at home - he had tried volunteer work during this time but found it difficult to keep up with regular commitments.

David's life is now almost unrecognisable. As a placement at Ouseburn Farm, he's very active in his volunteering, visiting five days a week to help out however he can. He has developed the confidence to travel independently, booking the taxis himself.

David has also found a passion for helping children with cerebral palsy play Boccia at Smile Through Sport, where he teaches and referees at public events. He no longer feels isolated and has found meaning in connecting with others who share his interests, such as playing retro video games at a local civic hall on Tuesdays, and Dungeons and Dragons on Wednesdays. David's new lifestyle has led to him becoming more active and dramatically improved his approach to self-care.

David's hard work and dedication hasn't gone unnoticed. He was awarded three different awards for his kindness and willingness to help others, as voted on by his peers. David is now on the buddy scheme at the Farm, helping new people adjust and adapt to the placement programme.

Positive Lifestyle

Reduction in harmful and negative lifestyles

2565

visits to the Joseph Cowen Centre were made for needle exchange/harm reduction advice in 21/22 where 2213 substance misuse support interventions were provided

Two-thirds of those who use the harm reduction/needle exchange service at the Joseph Cowen Centre have reduced the harm they experience from drug/alcohol use

one-quarter of those who use the harm reduction/needle exchange service at the Joseph Cowen Centre have reduced the frequency of their drug/alcohol use

All Recovery House residents are maintaining their abstinence from drugs and/or alcohol

All Westbridge residents are now registered with the local GP

100%

All Recovery House residents have engaged with positive, preventative healthcare in the last three months, including GP and drug/alcohol support services

"I came to Tyne Housing after a rough couple of years and I felt like I had hit rock bottom and didn't know how to help myself. Thanks to the continued support of my support worker, I was able to get myself on a good track. I now have regular contact with my son, I'm in a positive relationship and in a flat with Tyne. I feel very positive about the future and that's because people believed in me when I didn't believe in myself."

Meaningful Activities

All Recovery House residents engage in learning or training, including work related training, working towards gaining professional qualifications, and starting a university course

86%

of Westbridge residents believe that there are enough things to do that they find meaningful

During 2021/22 there were 69 people taking part in the Placement Programme at Ouseburn Farm, averaging at 2.5 sessions per week

62%

of carers reported an improvement in their Placement's relationships with their family and in making healthy lifestyle choices since starting at Ouseburn Farm

Resident volunteers gave 463 hours of their time to support Tyne's work during 2021/22

73%

of Ouseburn Farm volunteers are now involved in other local activities

"Tyne Housing has helped to give me a purpose"

Around 30 people regularly attended the Workshop/Creative Studio each quarter

Wider Impacts

Tyne's mission is to 'help people get to a better place' - with people at the heart of what we do, residents have the building blocks to work towards a happier, healthier and independent life

These long-term outcomes for the individual have wider benefits to the communities in which we work, and it is not surprising that our commitment to partnership working is absolutely vital to delivering wider outcomes for the people who come to us for support. More broadly, by working in partnership with our local communities we can provide more volunteering opportunities for people to make a positive contribution to their community, and for some to use that as a springboard to future employment.

Move-on Programme

Following consultation with residents and the insight gathered from our last social value assessment, Tyne identified that there was a real need for something to bridge the gap when it came to the transition between supported housing and independent living.

Launched towards the end of 2019, the Move-on programme does exactly that. Aiming to help those who are currently living in emergency or supported accommodation and are ready to move into employment, Move-on properties are let at affordable rents to combat the structural and affordability barriers that people face.

Residents living in Move-on properties are able to access integrated, flexible support from Tyne to help further develop their skills and confidence as they move forward towards independence.

92%

of residents have sustained a positive tenancy in their Move-on property

Out of the sample of 6 residents, four were already employed at the start of their residency, and two were unemployed but looking for work. Now, all residents are in employment

"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."

Wider Impacts on the Health System

Previous national evidence shows that people experiencing homelessness tend to have higher contact/use of public services (including NHS Services and contact with the criminal justice system) than those who are housed. As part of this report, we worked closely with Collaborative Newcastle to really understand the data was telling us.

Collaborative Newcastle is an innovative new partnership which aims to transform the health, wealth and wellbeing of everyone in Newcastle. The city's anchor institutions are working closely with each other and with local people to combine their efforts, expertise and resources in new and creative ways. By working together in this way, their aim is to reduce inequality and provide better opportunities for all. Analysis of healthcare service use over the last two years for a small group of people supported by Tyne indicates that:

- **Long-term support provided by Tyne may reduce the cost burden on acute, emergency healthcare, and increase planned healthcare.**
  People who have lived in Tyne's supported housing for over two years have less contacts with emergency health services than those who are homeless. Longer-term supported housing residents instead use more planned (elective) health care than those who are homeless.

- **People supported by Tyne use community-based mental health and drug and alcohol services to support their recovery journey, and over the longer term have less use of these services.**
  Those who are supported by Tyne in either emergency homeless accommodation, at the Joseph Cowen Health Centre, or as they first move into supported housing are using more community-based mental health and drug and alcohol support services. People who have been at Tyne for over two years use less of these services, potentially indicating a reduced need for this support over the longer term.

- **Rates of non-attendance for healthcare appointments are high amongst people who are homeless or vulnerable, but those who have had longer term support from Tyne are more likely to attend planned appointments.**
  Rates of non-attendance at appointments is highest amongst people in either emergency homeless accommodation or at the Joseph Cowen Health Centre. Supported housing residents have fewer missed appointments.

Transforming Care - Martin's Story

Transforming Care is a NHS programme developed to reduce the number of people with learning disabilities and autism living in institutions, by creating bespoke community-based alternatives to inpatient care. Tyne has worked closely with the NHS to provide a home for Martin, a man living with learning difficulties and autism. He had spent almost two decades in institutional care, and his family struggled with the distance between them. During this time, Martin was labelled as 'aggressive' and 'dangerous', and required a 7:1 staff ratio.

After a thorough assessment of his needs, Tyne purchased the property and adjustments were made to create a safe home for him and his care team. Each room was designed with a clearly differentiated purpose to help Martin with life outside an institution.

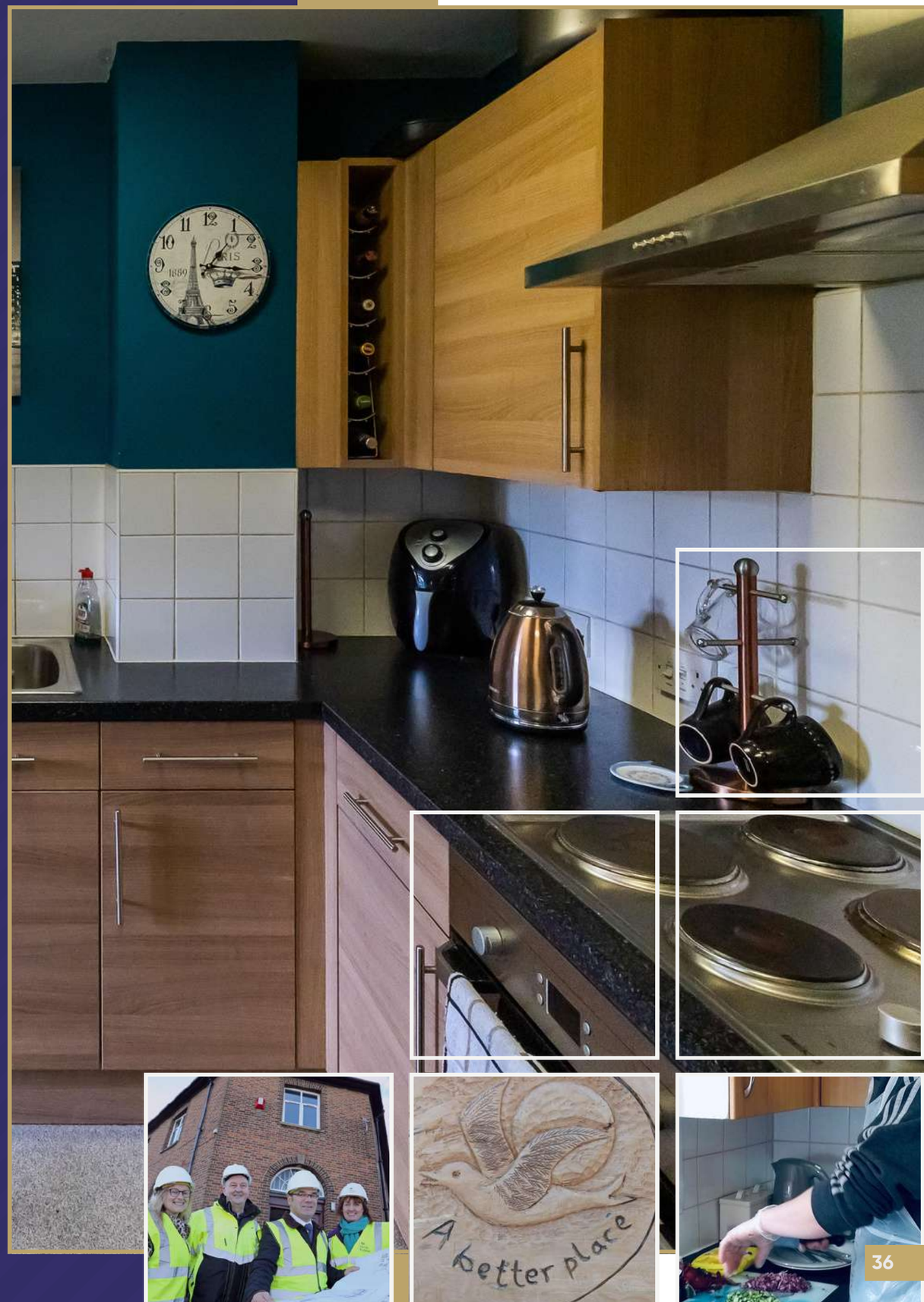
Martin was anxious about the move, as he struggles with change, but with the support of his team he quickly settled into his new home. The improvement in his quality of life has been profound - his aggressive and disruptive behaviour stopped instantly, with no serious incidents of violence occurring since moving into his new home.

Rather than the 5:1 ratio that was initially proposed, this has meant that Martin can be cared for on a 2:1 ratio instead. Not only has this reduced costs for the NHS, but it has also allowed the team to develop a relationship of mutual trust with Martin - a drastic change from the anxiety and fear that characterised his previous situation.

Martin has also been engaging with his neighbours, extending his network of support into the community. His parents are overjoyed by his progress, and his new home's proximity has allowed the family to spend quality time together, reconnecting.

In light of the hard work that Tyne has put into providing a property tailored to Martin's complex and unique needs, NHS England has approached us once again to offer the opportunity of partnership on another Transforming Care scheme. This is an exciting chance to further deliver on our plan to support more people to feel part of their community, and address social inequalities to boost wellbeing in the North East.

"Of all the projects I've done during the last five years, this has been by far the most straightforward to deliver. That is largely due to the brilliant teamwork of the delivery partners, and Tyne Housing were particularly good at managing the project through to completion."
- NHS England Commissioner



Angelou Centre

The Angelou Centre Domestic Abuse Service, supported by Tyne with our housing portfolio, provides a range of women-only services for black and minoritised women and children across the North East. These services cover three distinct areas: Training and Development, Ending Violence Against Women and Girls, Wellbeing & Inclusion.

The Domestic Abuse Service provides refuge and move-on accommodation (including provision for women without recourse to funds), specialist advocacy, outreach, therapeutic support, and recovery programmes for survivors of abuse.

Tyne's commitment to improving the wellbeing of the most vulnerable in the local community has made our partnership with the Angelou Centre a fulfilling and successful extension of our work. By providing housing and maintenance expertise, Tyne helps the Angelou Centre staff focus on their mission of empowering black and minoritised women and children.

During 2021/22, a total of 18 women were housed for part or all of the year at the refuge accommodation. During this period, 6 women moved into the move-on accommodation

During the year, 8 women moved on to live independently, enabling a further 8 women to move out of emergency refuge accommodation into the move-on properties

50%

of residents say they are learning and taking part in social activities regularly

"I can only say things that are positive about having not just a house, but my home where I overcame the most difficult days of my life with support from Tyne Housing through Angelou centre."

Helping People into Education, Training and Employment

This year has seen us launch a new partnership of 13 providers of social and supported housing. Housing Employment Network North East (HENNE)'s partners aim to work together to improve access to employability opportunities and pool resources for their residents and communities

The consortium provides a mechanism for collective engagement with local employers, learning providers and supply chain contractors to break down employment barriers, directly share opportunities and maximise social value benefits for the region as a whole.

Impact on Local Economies

Tyne is a local organisation, and money that comes into the organisation is re-spent within the local economy. Almost all of our staff live locally, and therefore salary spending by local staff enables that money to re-enter the local economy.

In addition, when suppliers of goods and services to Tyne are local organisations, this spending once again remains within the local economy. Spending with local staff and suppliers therefore has a multiplier effect on the local economy.

It is estimated that around 92% of our salary spend goes to local staff, and 65% of spend with suppliers goes to businesses based in the areas in which our services are provided.

Every £1 that comes into the organisation generates an additional 71p spending in the local economy - this means that an additional £2.6m per year is recycled into the local economy via local staff and suppliers

Apartment store

FORMER SHOP CONVERTED INTO 30 AFFORDABLE FLATS

Volunteering at Ouseburn Farm

Individuals from all walks of life volunteer at Ouseburn farm. From students looking to further their learning, to those on a journey back into employment - the volunteers all support the running of the Farm and the Placement Programme.

Evidence gathered from this assessment demonstrates that volunteering at Ouseburn Farm and the activities that come with the role help people achieve the Five Ways to Wellbeing.

Volunteers connect with others, making new friends and breaking down barriers between people from different backgrounds. Many of the activities they take part in mean that they are physically active at the Farm. They take notice and enjoy the environment around them. Volunteers enjoy spending time with animals, plants, and people, and look forward to their time at the Farm.

At the end of the year, there were 141 volunteers at the Farm, generously donating 10,721 hours of their time - equating to £990k (at the real living wage)

Every £1 invested in Ouseburn Farm's volunteer programme results in £16.04 in social value

In 21/22, a total of 275 people volunteered at Ouseburn Farm (this includes regular, as well as one-off or corporate volunteers)

85%

of volunteers state that their overall mental health and wellbeing has improved since joining the Farm

Wider Impacts

Health and Wellbeing

83%

of Placements at Ouseburn Farm felt their health and fitness had got much better

All Recovery House residents reported scores between 8 and 10 out of 10 for their overall satisfaction with life

>2/3

Over two-thirds of Angelou Centre residents have experienced a positive improvement in their general health

77%

of residents reported having fair to very good health, with 34% reporting an improvement in their health during their residency with Tyne

77%

of Joseph Cowen visitors reported an improvement in their mental health and 73% feel that their health has improved since visiting the centre

"My support worker has helped me a lot with my health and has helped me get to appointments. She has taken me to appointments because I struggle with anxiety and wouldn't be able to go if she didn't come with me. She reminds me when appointments are, makes them for me and makes sure I go."

Progress Towards Independent Living

27%

of Placements at Ouseburn Farm feel they are able to live more independently

78%

of residents who have moved on from Westbridge have moved into supported or independent accommodation in the community.

"I am so grateful for the support of the Tyne Housing accommodation, providing the move-on, it has helped in my journey to learn how to be more independent and is a stepping stone from the supported accommodation, where I can practice decision-making in my life"

A small group of Placements have been able to take their learning and development further, as a result of the strengths developed at Ouseburn Farm. For example, two Placements surveyed have gone on to complete further formal training (e.g. training course, college), and five (21%) have gone on to volunteer or take part in work experience

During 2021/22, 98 residents were supported into a positive move-on from living in supported housing, which accounts for 58% of all departures during that period - The number and proportion of positive move-ons achieved in 2021/22 has increased significantly since 2017/18 when 36% of move-ones were positive

During 2021/22, 224 residents moved on from Byker Bridge House; of these, 44% were positive move-ons (either internally into other Tyne supported housing, or externally into other supported, social or other housing)

Benefits to Communities and Local Area

92% of Tyne's salary spend goes to local staff

Every £1 that comes into the organisation generates an additional 71p spending in the local economy

65% of Tyne's spend with suppliers goes to businesses based in the local area

This means an additional £2.6m per year is recycled into the local economy via local staff and suppliers

Learning

The publication of our Social Value 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

Fab Five

Tyne's Resident Consultation Group used their shared experiences to help the organisation identify gaps in the services on offer and came up with a list of five priorities that would be most beneficial to residents. Labelled the 'Fab Five', these priorities were:

1. Explore the opportunity to develop specialist supported housing schemes for residents who work or seek work
2. Provide clear information on how personal payment charges are calculated
3. Push forward the introduction of Wi-Fi access across all Tyne shared houses and flats
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
5. Champion and explore the opportunity for Tyne to invest in specialist services to support residents with drink and/or drug dependencies

In 2022, Tyne was able to satisfy all five requests.

Almost all residents now have free, high-quality Wi-Fi access, and the Recovery House was opened early in the year. Tyne also employed a dedicated Employability Coach within the Progression Team, and the move-on scheme successfully helped several residents secure employment and affordable accommodation. Almost all of Tyne's staff employment interviews now feature the resident panel, demonstrating a commitment to resident involvement in decision making. Finally, senior staff and a Board member have begun attending group meetings regularly, allowing for clear information flow on important matters like rent and service charges.

"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."

Priority 1	Our Move-on properties are let at affordable rents for those moving into employment, helping 92% of our residents who live in the properties to sustain their tenancy
Priority 2	The Resident Consultation Group hold regular meetings, which are now also attended by a senior member of staff and a Board member, allowing for a clear flow of information on important matters
Priority 3	Almost all resident now have access to free, high quality Wi-Fi and PC's are available to use in communal areas such as the Health Centre and Progression Hub
Priority 4	Almost all of Tyne's staff employment interviews now feature the resident panel where they are able to influence decision making
Priority 5	We created an abstinence-based project in Heaton, Newcastle - providing a home for up to six people who have all made the decision to abstain from substance use

Learning

Tyne strives to be a learning organisation, and an organisation which values the role of the people who use our services to influence how we develop further.

The key lessons we can learn from this report are;

Demand for our wellbeing offer is increasing year-on-year, and the provision of alternatives appears to be declining. Ensuring our wellbeing offer is available to more of our residents is a strategic goal.

Measuring use of health services is not sufficient to describe the impact of organisations like Tyne, but seeing the greater use of planned and preventative healthcare, as opposed to emergency admissions, is bringing new insights into our work and should be communicated to our colleagues in health care commissioning.

The indicative saving to the NHS of £209,060 per patient should be compelling enough, but the wellbeing outcomes of our Westbridge residents demonstrate that good supported housing enables individual change. Tyne should find innovative ways to align the housing and health sectors around shared outcomes.

Some people are entering homelessness who are closer to employment than might have been experienced in the past. 83% of residents feel that they are making progress towards work or are work-ready thanks to the support they receive at Byker Bridge House. It is important that there are simpler routes into employment, and affordable housing for people who are ready to move forward into work.

Related to this is the emerging evidence of what is needed, at a community level to help people get to a better place. Appropriate accommodation is essential, but the complex factors that surround homelessness mean that each area should have accessible services for people who have experienced, or are experiencing homelessness. How Tyne works in partnership with other agencies is important to get right.

Every £1 that is invested in supported accommodation achieves a SROI of £2.19. Stable accommodation is expensive to run, and therefore has a lower 'social return on investment', however it provides the foundations for every other intervention that Tyne offers. To fully appreciate the return on investment of supported housing we need to value it in a more holistic way, and one which recognises individual journeys. There is no one-size-fits-all, however the starting point is somewhere stable to live.

Through co production with our residents and visitors, resulting in the 'fab five', we delivered some highly specialised supported housing schemes, designed around people with specific support needs, such as the recovery house. The impact that these services have had for the individuals involved has been significant and greater in many cases than our 'standard' supported housing offer. It is testament to the value of meaningful involvement from people with lived experience in service design. We will further develop this as we go forward with future planning.

Since our first report, we have seen a decline in meaningful activity and access to leisure activity and sport. 16% of residents living in supported housing take part in regular leisure activities We need to understand this finding, including whether this may be a result of covid and / or decline in services available.

High quality volunteering coordination requires resources, and the impressive rise in SROI for our volunteering programme cannot be ignored. Benefits to social cohesion as well as individual growth and increased mental well being are in evidence for all parties, which are of great benefit to wider society. Generating a volunteer offer that meets the needs of residents and their local communities will be a strategic focus for Tyne.

In addition to community volunteering, some supported volunteer placements can also be transformative for people who 'fall between the gaps', not able to access care, but would require additional support to facilitate volunteering, and potentially employment.

Consistent with our previous report, the achievement of positive outcomes is most keenly felt within the first two years of living at Tyne. Working with our Board and our residents, we will develop a Moving Forward project, which builds on our current work on meaningful activity and employment.

Our Pledge to the community

Our Community Pledge was built with our values at the forefront and outlines our commitments across four key areas:

We pledge to always:
Be a Benefit to the Local Economy

We will work closely with our communities – supporting residents to access employment, recruiting locally, prioritising local businesses, and continuing to create a positive impact on local economies.

Care for our Communities

We believe that our communities are at the heart of what makes the North East so great, and we will continue to do our part in keeping those communities safe.

Support Vulnerable People

People are at the centre of the work we do. We will continue to work hand in hand with both our residents and partners to help people get to a better place.

Maintain High Environmental and Property Standards

We will continue to hold ourselves to high environmental and property standards, including monthly quality checks, reducing our carbon footprint, and investing in our properties.

Thanks & Acknowledgments

We could not do our work without the support of a wide range of partners, funders and commissioners throughout the year, including;

Newcastle City Council

Gateshead Council

South Tyneside Council

North Tyneside Council

Northumberland County Council

Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust

Phoenix Futures

The Angelou Centre

Street Zero

Nationwide Community Grants

Sir James Knott Trust

North East and North Cumbria Integrated Care Board

Orbis Care and Support

Homes England

NHS England

Home Group

University of Northumbria

Newcastle University

Northumbria Police

Department for Levelling up, Housing and Communities

Home Office

Masonic Charitable Foundation

Barbour

Collaborative Newcastle

1973 - 2023 50th Tyne Housing

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

About the evaluators

Alice Jones Impact Consulting provides independent research and evaluation services to organisations wishing to measure and improve their social impact. Our purpose is to provide research and evaluation that builds the bridge between social hearts and business heads, by providing robust evidence of the true value created by a project, service or organisation - capturing social, environmental and financial value.

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