

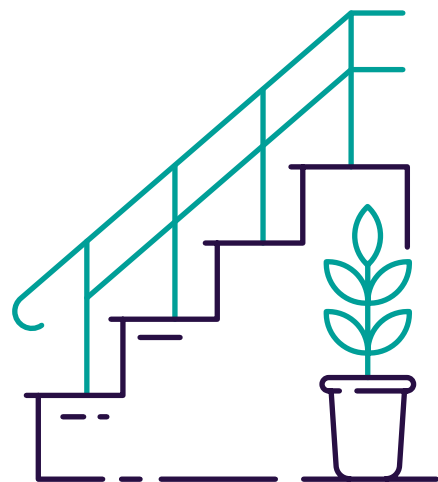
social value report

August 2022

believe
housing

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welcome to believe housing's first social value report.

We are proud of all that we have achieved through community investment grants and the social value this has created over the last six years. However, our impact in communities extends much further than our grant funding.

This report covers all believe housing's business activities, including: community investment work; improvements to our homes; employability support; repairs activity and procurement works with contractors. The outcomes of these provide us with a measure of social value and demonstrate how investment in our customers and communities can provide multiple benefits.

Throughout the report, we will explain how we demonstrate our social value against a number of nationally recognised standards.

We are proud to be a partner in the County Durham Pound initiative, which aims to maximise benefits to the local area through our expenditure. Working with stakeholders, we are committed to ensuring our supply chain provides effective and tangible social value outcomes for our customers and communities. Working with local primary schools, we have targeted our resources and those of our suppliers to make a positive impact for future generations. We are committed to improving the economic, environmental and social wellbeing of the local area through our procurement activities.

Against the backdrop of the energy crisis and a sharp rise in the cost of living, there has never been a more important time to consider the needs of people in our area, many of whom will be significantly affected. With this in mind, we will continue our focus on maximising social value through our business activities, and working to make a positive differences for communities in County Durham and beyond.

Bill Fullen
Chief Executive



Judith Common
Chair



what is social value?

Business can add social value in a number of ways, these include awarding contracts to local suppliers and supporting community projects.

How do we calculate social value?

There are nationally recognised standards to calculate social value. At believe housing, we use two methods:

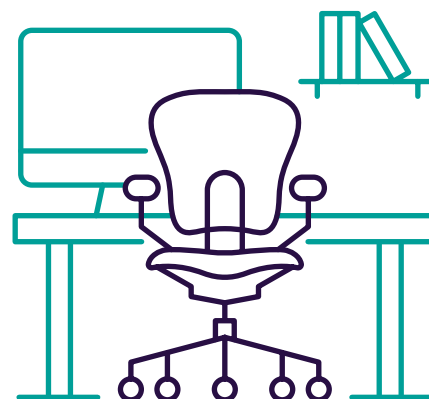
- The Housing Associations' Charitable Trust (HACT) assesses social value in terms of community, individual development, family income, the local environment, and wider environmental improvements. This methodology is used by social housing providers to demonstrate how direct investment into communities can support individuals and the wider community to thrive and achieve.
- The National TOMS framework, which stands for themes, outcomes and measures, examines social value in terms of the local economy, growth, employment, innovation and resilience. TOMS was developed in response to the Public Services (Social Value) Act 2012, which requires organisations to demonstrate how their procurement activity benefits local communities, the economy and the environment.

We use the HACT framework when monitoring our community investment spend, in-house employability, environmental improvements and work on our properties.

We use TOMS when we procure services from our suppliers to ensure we achieve best value.

During 2021/22 we became involved in the development of the County Durham Pound project, across a range of common themes important to all partners from across the county. The project aims to increase and improve social value through procurement. We work with local communities to ensure that we provide the most effective level of investment and that suppliers deliver activities which meet local needs and provide real benefits to our communities.

Throughout this report, the letters H and T indicate when social value calculated has been verified using HACT or TOMS.



our year in numbers

During 2021/22:



We created a combined total of
£4,578,010
worth of social value



Our HACT figure was
£4,398,107



Our TOMS figure was
£179,903



We invested over
£183,000
through our community investment programme



Our community investment funding helped four organisations to access
£19,180
in match funding



We supported
194
people to access secure, sustained employment across the North East



We provided support packages to
126
people entering employment



Our suppliers employed
37
local people as a result of believe housing contracts



We improved the energy efficiency ratings in
207
homes

community investment

Our community investment approach was developed to support local people to thrive and achieve.

We know that even a small amount of financial support for local organisations and community can make a significant difference to people's lives.

Since 2017 we have provided targeted grant support to local communities to help develop the local voluntary and community sector and allow us to fulfil our vision of **“a life without barriers”**. We focus on supporting those groups and people who are best placed to deliver projects because they understand their communities and their needs.

In 2021/22 we distributed funding through the following grant programmes:



We supported projects that met these priorities:

- Health and wellbeing: improving mental and physical health as well as building the confidence of individuals
- Employability and training: including volunteering and other upskilling activities
- Increasing household income: activities including debt and benefit advice, feeding families and employing people
- A greener, fairer future: by reducing, reusing and recycling
- Tackling inequalities as a result of Covid-19

Small community grants:



Food Bag Friday

Food Bag Friday, run by Silver Tree Primary School in Ushaw Moor, has received a small grant from believe housing to support their project for six months.

Every Friday, free food bags are offered to families at the school and other families referred to the scheme by agencies such as the local church and doctors. Families struggling to make ends meet may also self-refer. The project currently provides five to 10 families a week with items such as fresh fruit and vegetables, milk, tinned and packet food and toiletries. Children in Year 6 help make up the parcels and sometimes include recipe cards with them. It costs about £10 to provide each parcel and there are not always enough donations to cover the families' needs. In recent months, with more families struggling financially, there has been increased need for the parcels.

Girls Friendly Society

Girls Friendly Society run weekly sessions for girls aged between seven and 12 years in the Pitlington area. The sessions engage the girls in skills-based and educational activities, designed to develop their interests and build confidence, resilience and aspirations. Sessions include workshops and classes delivered by external facilitators, in topics such as yoga and science.

As face-to-face meetings were being resumed following the pandemic, the society was aware there might be concerns regarding COVID-19. A small grant from believe housing funded a tablet and internet package so the classes could be taught via Zoom for the following 12 months. This resulted in the girls confidently returning to the sessions to gain valuable, confidence-building and interesting skills and knowledge.

Coalfields Regeneration Trust

The Coalfields Regeneration Trust received funding from believe housing to buy laptops and a printer to support their jobs club.

This new club helps unemployed people to improve their skills and work towards employment. Sessions are held weekly at Horden Hub House, near Peterlee. Within the first few weeks of the club's launch, the support has already started making a difference, with several jobseekers being interviewed and finding work through the club.

As well as funding the initiative, believe housing supports the club with advisors from our employability team regularly attending sessions to help people with job searches, application forms and writing CVs and covering letters.



Large community grants:



We awarded five
£10,000
grants to five organisations
or community groups



We awarded seven
£20,000
grants to seven organisations
or community groups



H
These created an overall
social value of
£1,775,095

St Andrew's Methodist Church

St Andrew's Methodist Church in Brandon received funding from the believe housing's large revenue grant funding to support their SPA Tuesday Club.

The club restarted their face-to-face sessions in January 2022. During the numerous Covid-19 lockdowns they kept in touch with the members once a week to check how they were and provide some social contact. The club now provides weekly sessions for older people who are not easily able to get out and about and are in danger of becoming socially isolated. As well as providing transport, the funding from believe housing supports a programme of crafts, workshops and talks, games, gentle exercise, and refreshments. Once a month, the session is extended to include a lunch.

The members have a diverse range of needs, with many unable to leave their homes without support. The club meets their needs by providing transport and offering activities to improve their wellbeing, confidence and self-esteem.

Breakfast clubs

We fund three breakfast clubs, at Brandon Primary School, Brandon; Oakley Cross Primary School, West Auckland and Seascope Primary School, Peterlee. Each week, around 140 children are provided with a healthy breakfast that many of them would otherwise go without.

The clubs also put on activities for the children, such as dance, sports, reading and crafts. The clubs benefit the wellbeing and attendance of the children, help them to socialise and make friends and develop better relations with staff. Eating breakfast improves their concentration and attainment in class.

Our funding also opens the way for the schools to receive additional help from the bakery chain Greggs, to provide food and care parcels for their most vulnerable families, vouchers for food and clothing and access to hardship grants to help purchase essential white goods, beds or bedding. Last year, three people received clothing vouchers and five people received white goods. The schools can also access a holiday provision fund and 284 children benefited from this during 2021/2022.

LCBC Community Pantry

In March 2020, we supported the non-profit enterprise Little Chef Big Chefs Community Interest Company (LCBC CIC) to set up their environmentally friendly LCBC Community Pantry at St Helen's Auckland, Bishop Auckland. The aim of the Community Pantry is to reduce the amount of food sent to landfill, and support the community to access nutritious food at exceptionally low cost and make informed decisions about using food past its 'best before' date.

The Community Pantry continues to run and to date has collected 91,090kg of surplus food from local supermarkets, making a saving of 227.73 tonnes of CO2 emissions.

LCBC Community Hub

believe housing also supported LCBC CIC by providing an additional £19,024 to allow them to create an LCBC Community Hub at Selby Close. A lease of believe housing's underutilised community hub is in progress and after completion this will see the offerings of LCBC CIC expand significantly.

Seaham Motor Project

The Seaham Neighbourhood Policing Team are currently delivering a motor maintenance programme through the Seaham Motor Project, which was awarded £4,777 from believe housing.

The policing team aims to engage young people and enrich their lives through a range of educational workshops and activities involving car, motorcycle and bicycle maintenance.

The team works to minimise social exclusion, empower at-risk young people, provide a route to gain meaningful qualifications and reduce crime rates.

The policing team want to support 12 young people to achieve a City and Guilds in Motor Vehicle Repair. So far, four young people have achieved this, and five more have started the course.



employability

believe housing’s employability team delivers individually tailored support, working with the customer to assess their needs and aspirations, and providing referrals to other internal and external support services.

We work with people to help them access new and sustainable employment, self-employment, volunteering and training.

During 2021/22, in response to employment needs and issues associated with the pandemic, we increased the size of the team to include a number of employability co-ordinators and a health and wellbeing worker. These additional staff members aim to support people who are not currently in a position to access employment.

Our health and wellbeing worker aims to support the hardest-to-reach customers living with health conditions, empowering them to reduce isolation and motivating them to take responsibility and access our employability support.

In 2021/22 we:

- Supported 194 people to access secure, sustained employment
- Supported 11 people to access volunteering opportunities
- Supported three people through our health and wellbeing provision to access secure, sustained employment
- Referred 192 people to other specialist support agencies, of which 46 were referred to external employability support

Stephen

Stephen is currently out of work and working with an employability coordinator to pursue his dream of driving lorries. With this support, he has significantly strengthened his CV by attending an eight-week large goods vehicle (LGV) course and completing the following qualifications:

- Level 1 Cert Diploma in Skills Training, Employment and Development
- Level 1 Cert Level 1 Cert in Warehousing and Storage
- Level 2 Cert in Principles of Warehouse and Storage
- Level 2 Cert in Driving Goods Vehicles (Van)
- Emergency First Aid in Warehousing and Storage

Stephen also received discretionary funding for fuel to travel to attend the course for the first two weeks. He is now studying for his LGV provisional licence.

Anthony

After his father passed away, Anthony had to sell the van he used for work as a scrap collector, to help pay for essentials. His debts were building up and he was relying on support from food banks and fuel vouchers. When he successfully applied for a role with Mission Foods in Seaham, as part of our Employment Support fund we were able to provide Anthony with a bus pass to cover transport costs during his first week in work. He reports that he is very happy to be back into a routine and feels he is in a much better place.


green and sustainable homes

In 2021/22 we had 21,571 tenants living in 18,147 homes across the North East.




Our business aims to provide the safe, well-maintained and secure homes that our customers want, in communities where they want to live. We know that the rising cost of living, with increasing energy prices and inflation, will have an adverse effect on many people in our communities and we are working to make our homes as energy efficient and economical to run as possible.

Our capital works programme ensures that we meet the Decent Homes Standard that applies to the social rented sector, and that we are able to carry out work to our homes to make them more energy efficient.

In 2021/22 we completed retrofit environmental works on 98 properties in the Woodhouse Close estate to make them as efficient and sustainable as possible. The work undertaken on these properties included:

 New roofs & loft insulation  solar PV & battery storage system	 Air source heat pump  Thermal batteries	 Cavity wall insulation  External wall insulation
 new windows and doors  Ventilation system to prevent condensation damp and mould	 Rewire  Internal environmental monitoring to ensure the home is kept safe and healthy	

In addition, in 2021/22, we:

 carried out capital refurbishment and works to 6,348 homes	 improved the energy efficiency rating for 195 homes	 created £53,816 of social value through our energy efficiency works
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well maintained homes for all

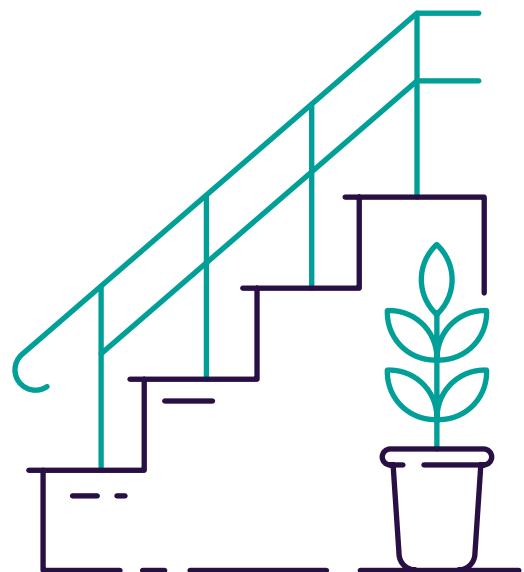
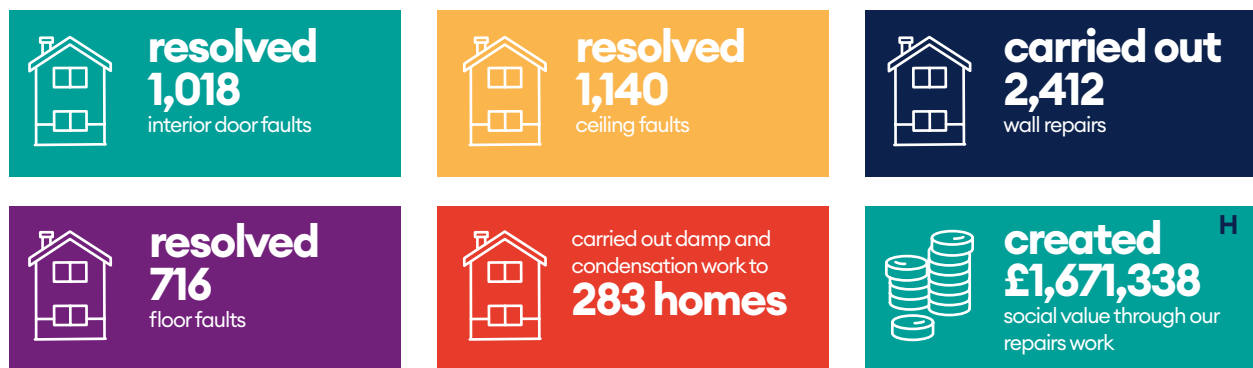
Every day we inspect, repair and resolve maintenance issues in our customers' homes.

During 2021/22 we carried out 146,092 repairs, such as restoring heat and hot water, mending internal doors, remedying storm damage and fixing broken taps.

Our teams have been impacted by Covid-19, the 'ping-demic', material shortages and a number of severe weather events. Despite these challenges we have continued to ensure that essential repairs are completed and that homes are safe, watertight, and secure for our customers.

Using the HACT methodology we are able to demonstrate a social value for a small number of repairs activities, in particular those that help people feel comfortable and secure in their homes. In 2021/22 we carried out 5,569 of these types of repairs.

During 2021/22, we:



working with our suppliers

We rely on our procurement policies, processes and frameworks including Prosper to purchase goods, services and activities from external suppliers, ranging from payroll services to major capital works.

We ask all suppliers to demonstrate how they will provide tangible benefit in our communities. Using the TOMS framework, companies are required to tell us how they will meet our social value requirements. These commitments are considered at the shortlisting and awarding stages, and are then regularly monitored to ensure effective delivery.

During 2021/22:

- We awarded contracts to 44 suppliers, 25 of which are based in the North East
- Our contractors employed 37 local people
- Nine of our awarded contracts contained provision for TOMS-defined social value activity
- Total value of social value delivered measured by the TOMs framework was £179,903

East Durham Trust

After being awarded funding through our large community investment grant, East Durham Trust realised there was potential to further improve their outdoor areas. They asked us if we could help them to source materials and labour.

Our capital works team had recently procured the refurbishment and construction company Re:Gen to complete a number of local contracts and together they were able to deliver practical support to the organisation. The **Re:Gen** team spent five days removing existing block paving, installing new slabs, creating planting areas and installing a dropped kerb at the front of the site.

This work allowed East Durham Trust to vastly improve their outdoor space during the pandemic, providing a communal area where local people could meet in a Covid-secure environment that helped support mental health and wellbeing. The social value cost of this work to Re:Gen totalled £3,500 and included support from staff at all levels in the business.



moving forward and our plans for the future

Creating communities that thrive and achieve is important to us, because of the positive benefits it has for our customers and everyone who lives in the area.

We know that our customers and our communities are facing increasing pressures and financial uncertainty due to the rising cost of energy, transport and general living, and the risk of unemployment. We want to support community organisations to tackle these issues at a grass roots level, and to deliver effective support to individuals.

During 2022/23 we will continue to support organisations to deliver projects that align with our ambition to strengthen the resilience of our communities and the individuals who live in them.

We will keep working and listening to understand the issues our communities are facing, and provide targeted support and grass roots funding to make a positive difference to them.

We are particularly excited about the launch of the County Durham Pound. By working with our partners and contractors to maximise the value of every pound spent in County Durham, we are optimistic that we can help create sustainable changes and make a positive difference to local communities.



organisations we've funded

Small grants funded 2021-2022

Murton Welfare Association	New Brancepeth Parent and Toddler Group	West Auckland Memorial Community Association
Empire Electric Palace Theatre CIO	Durham City Baptist Church	Little Chefs Big Chefs C.I.C
Great Aycliffe Cancer Support Group	Mendes Management and Brandon Primary School	The Salvation Army
Recovering Justice	PCC of Tow Law	Woodhouse Close Church
Belmont Baby and Toddler Group	Bishop Auckland Boxing Club	The Weardale Museum
If U Care Share Foundation	CALM in East Durham	SLAM Community Development Trust
Ryhope Marching Band	Easington Academy	Delta North Consett Limited
Peterlee Cricket Club	New Brancepeth Resident Association	Learniacs Community Interest Company
ATOMS Education CIC	Framwellgate Moor Primary School	The Coalfields Regeneration Trust
Peterlee ASC	Durham Constabulary	Waterhouses Scout Group
The Wider World Project	County Durham and Darlington Fire and Rescue Service	WRECASS
Horden Community Welfare FC	Harbour Support Services WEST	The Well
Horden Parish Council	Harbour Support Services EAST	West Rainton and Leamside Village Partnership
Aclet Close Nursery School	The Singing Elf Ltd	Ascension Church Hall
Peterlee Helford U9s FC	Sherburn Hill Community Hub	Streetgames
Durham Agency Against Crime	Durham Visual Support Group	Easington Colliery Band
Seaham Coast Youth	Durham Cricket Foundation	Seaham Park Cricket Club
4Louis	Hunwick Cricket Club	Wingate and Station Town Family Centre
Horden Community Welfare FC	The Singing Elf Ltd	Horden and Peterlee Rugby Club
Sherburn Hill Hub	Tudhoe Learning Trust/South Hetton Primary School	1st St Helens Auckland Brownie Company
The Sensory Place	The Salvation Army	The Just Love Project
Girls Friendly Society in England and Wales	Shadforth Community Association	3rd Peterlee Scout Group
Denside School Allotment Association	The Phoenix Junior Badminton Club	Mendes Management Ltd
Blackhall Community Association	Bishop Auckland Cricket Club	Frosterley Community School
Harrogate and District NHS Foundation Trust	Ryhope Allstars Jazzband	Framwellgate Moor Youth and Community Association
Dawdon Youth and Community Centre	Ushaw Moor Action Group	Silver Tree Primary School
KJI Walking Netball		

organisations we've funded

Large grants funded 2021-2022

Central	East	West
Foundation of Light	CALM in East Durham PATHH at Home	Willington Open Door Methodist Church
Greggs Foundation- Brandon School	C.A.F.E Together Project	Greggs, Oakley Cross breakfast club, West Auckland
Harbour	Greggs - Sescape Primary	Durham Wildlife Trust
SPA Tuesday	The BAKTI Studio	NOW Social Prescribing
St Johns Hall Meadowfield	Durham Constabulary	Groundworks North East Coundon Community Allotment
	North East Learning Trust (Easington Academy)	St Catherine's Church, Crook
	Wingate Parish Council	Little Chefs Big Chefs CIC



