

Social Value

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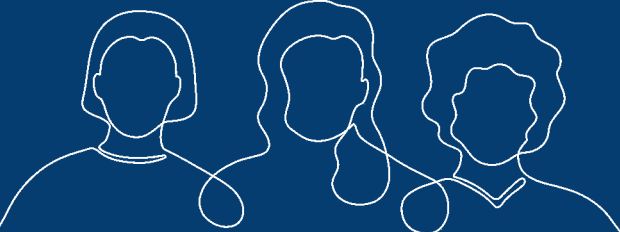


NORTH STAR

Creating homes, building futures

2024/25
at a glance

£4m
Social Value
Delivered in total

<u>25</u> Projects benefitting <u>2,171</u> people 	<u>£78.5k</u> Spent on Community Projects 	Helped <u>742</u> households with benefit advice and increased income by <u>£1.04m</u> 
Tenant involvement groups generated <u>£121k</u> of social value 	Community projects generated <u>£1.5m</u> of social value 	Improvements to properties generated <u>£2.1m</u> of social value 
Positive move-ons from supported housing generated <u>£82k</u> of social value 	<u>£197k</u> social value delivered by contractors 	<u>74</u> new homes delivered—<u>£10m</u> invested in development 

What is social value?

North Star use HACT’s Social Value Insight tool to measure the impact of our projects where possible. HACT define social value as: “a measurement of the benefits that your services and programmes bring to people and communities.”

You can read more about HACT Social Value Bank Methodology here:

<https://hact.org.uk/tools-and-services/uk-social-value-bank/>

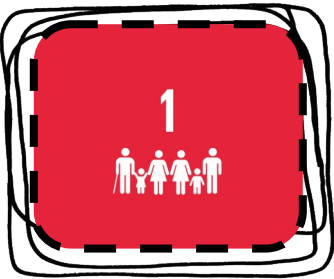
*This is the last year of North Star measuring our impact utilizing HACT’s methodology. From 2025/26 onwards we will be using an in house well-being scale to measure the impact of our investments.

United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (<https://sdgs.un.org/goals>) underpin the community investment work we do at North Star.

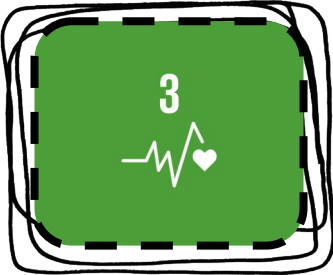
The 17 Sustainable Development Goals (SDGs), are an urgent call for action by all countries - developed and developing - in a global partnership. They recognise that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth - all while tackling climate change and working to preserve our oceans and forests.

At North Star we have focused our work on four of the 17 goals, which we believe we can have the most significant impact on. Below, we have set out how our work has contributed to these goals.



No Poverty

Projects supported	—	2
Funding Invested	—	£4,546
Social Value Ratio	—	£1 : £68.06
People supported	—	572



Good Health & Well-being

Projects supported	—	6
Funding Invested	—	£19,399
Social Value Ratio	—	£1 : £42.74
People supported	—	232



Quality Education

Projects supported	—	5
Funding Invested	—	£7,640
Social Value Ratio	—	£1 : £34.33
People supported	—	160



Sustainable Cities & Communities

Projects supported	—	4
Funding Invested	—	£39,958
Social Value Ratio	—	£1 : £15.59
People supported	—	1,207

Our 2024/25 Value for Money report gave an estimated social value figure of £3.5m. The actual figure in this report is £4m.

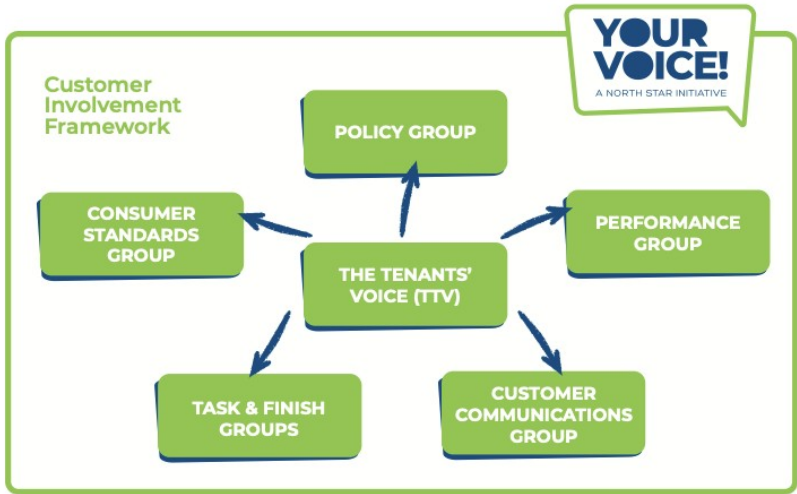
We spent £17k on running costs and maintenance for our 3 community buildings.

Tenant Connections @ North Star

North Star has committed to carry out a programme of involvement activity to put the voice of tenants at the forefront of its strategy, decision making and continuous improvement. Ensuring tenants have a voice in our organisation and that that voice is heard at all levels is a key part of our culture and the socially responsible way in which we operate.

This year we have developed and established The Tenants' Voice (TTV), a tenant led panel designed to bring together all of our tenant involvement work and lead the relationship with North Star's board.

TTV are also holding us to account on our delivery of recommendations made by our tenant involvement groups through the recommendation tracker we developed last year.



Examples of connection work...

Complaints Task and Finish Group

Over the year our tenant involvement groups commission commission task and finish exercises to quickly understand and provide recommendations for improvement on issues they identify. This year a group formed to help North Star understand how it could increase satisfaction with complaints handling.

The group recommended that:

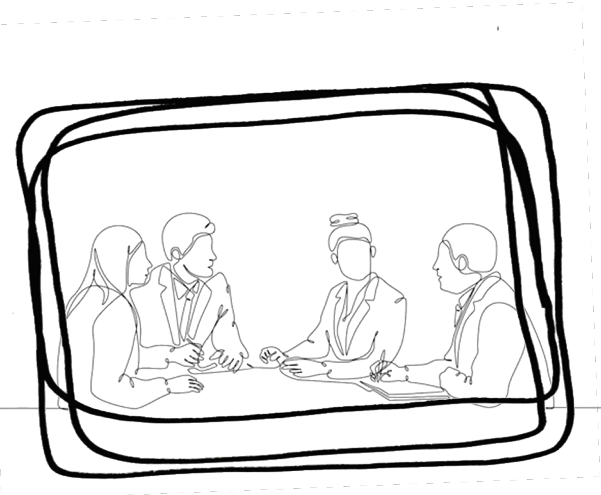
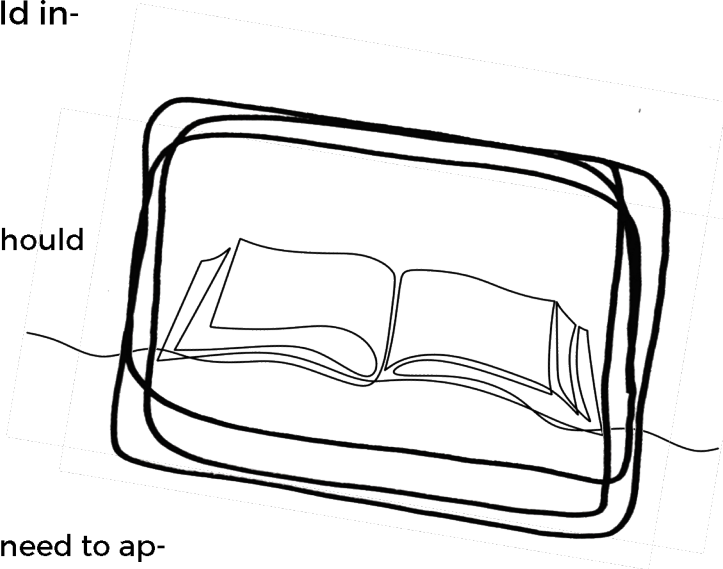
- Complaints be handled more consistently
- Complaints should be handled quicker and when there is a simple outcome, this should happen as quickly as possible
- That compensation should be awarded consistently across all complaints

This led to:

- North Star implemented a Complaints Lead role to handle all stage 1 complaints
- A complete refresh of the compensation policy and training for any staff that may need to apply it

The impact:

- Complaints satisfaction in 2025/26 is at 88%
- Handling speed has reduced from an average of 10 days to an average of 3.



Performance Group

In 2024/25 the Performance Group has met quarterly to provide feedback on how North Star's performance against the targets it sets itself and also those set by the Regulator of Social Housing.

The group have played a key part in identifying areas for improvement, particularly around the communication with tenants during the repairs process.

This year the group have commissioned two task and finish groups and in 2025/26 have been working closely with North Star to monitor improvements to the rep[airs] service undertaken by both North Star and its principal contractor, Ian Williams.

The group see the performance information that is provided to board and are able to provide a tenant focused perspective on how North Star is doing and what priorities for improvement should be.



Stories from our projects...



TCR Hub—Family Social Club and Trips

TCR Hub have delivered 33 sessions at the Randolph centre in Evenwood for local families for up to 15 adults and children, providing an hour's activity followed by a homemade two course meal for everyone to enjoy.

Sessions have included 12 gardening workshops where adults and children have learnt new skills from growing their own vegetables from seeds to harvesting the broad beans and peas. We have also created decorations such as painted rocks, nature printed bunting and clay faces for the trees. As a result of these sessions, the families are really invested in the space with children asking every week to go and check on their garden and water the plants. It's hugely heartening to witness their enthusiasm and sense of belonging.

They have also enjoyed exercise such as Taekwondo, dancing and outdoor games as well as creative sessions like tie dye, making slime and homemade air dry clay. One participant said *"It helps me get out and mix with people other than family. It has given me some confidence and self worth."*



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During the sessions we could see people communicating well, making friends and leaning on each other for advice and support.



Groundwork—Garden Grub Project

The Garden Grub project has provided us with the opportunity to deliver a range of sessions across communities in Stockton - looking at community growing and cooking. The three areas we looked to focus on was the Thornaby Family Hub, The Vineyard & The Community Hub, each with their own independent goals and aims.

Grow at home packs were handed out to 15 individuals/families across all areas, with additional single items, like strawberry plants, also given out due to too much stock.

Sessions have allowed people to learn new skills, gain new cooking and gardening knowledge and most importantly be part of a community where they feel involved and needed. During the sessions we could see people communicating well, making friends and leaning on each other for advice and support.

Contractor Social Value — Ian Williams @ Evenwood Hub

This year, our repairs contractor, Ian Williams, upgraded the kitchen at our community hub in Evenwood, County Durham.

The hub is used by a local group, Evenwood Community Action, to deliver a wide range of activities including coffee mornings and lunch clubs. Following a visit from the council, they were advised they required some extra equipment to ensure their activities met the necessary health and safety standards.

This included an extra sink for hand washing and some more space for a larger oven and cooking hobs.

Ian Williams stepped in to complete the work donating 27 hours of labour time and over £800 of materials.

The group are over the moon with the improvements and the difference it has made to the services they provide.



Stories from our projects...



Creative Village CIC — Creative Community

Creative Community was a project which involved 12 creative workshops which aim to give attendees a safe space to explore creativity, build confidence and self-esteem, reduce social isolation, improve mental health and well-being and make something to be proud of.

The creative activities we covered were, glass painting, seed bombs, shrink plastic jewellery and keyrings, canvas painting, nature printing, terracotta plant pot painting, lino printing, wire fantasy film flowers, polymer clay jewellery and keyrings, collage, weaving, nature printing in clay.

The workshops had varying ages and abilities which was great and created a lovely welcoming atmosphere. Some attendees actually made their product for someone else in the group which was lovely to see. We have also found that some of the attendees have then booked on to some of our workshops since and learnt some of the more advanced skills we deliver.



Made me think about being creative. Brought back memories of bygone days. Made me feel relaxed and comfortable. Thank you very much.



Young at Heart ULO CiC — Musical Memories

The Musical Memories programme delivered engaging, dementia-friendly live music sessions twice per month, featuring three different performance styles: a solo guitarist who also plays violin, a solo guitarist who also plays ukulele and flute, and a group of musicians at the LiveWell Dementia Hub. The sessions provided a relaxed, inclusive space for people living with dementia and their carers to enjoy familiar and meaningful music together.

The sessions had a profound impact on participants. Highlights included one member feeling confident enough to perform a solo rendition of Danny Boy, leading to his family attending the next session to watch him sing. Another member was inspired to sing at the start of every activity group they attended. Music sparked conversations and reminiscence, with members sharing memories of local dance halls and meeting spouses. Carers reported that participants often left singing, with some noting they couldn't recall the exact songs but remembered that "there were some I knew". Even those less enthusiastic about music still attended for the social aspect, demonstrating the sessions' wider role in reducing isolation.

George, a long-standing member, has always enjoyed music but his participation flourished after attending the regular Musical Memories sessions. Inspired by the live performances, George began starting every activity group — not just the music sessions — with a rendition of If You're Happy and You Know It. He also makes up humorous songs at the end of sessions, bringing smiles to everyone present.



Carers shared that these sessions created moments of shared joy and connection, often continuing after the event: people left singing, smiling, and recalling familiar songs.



Overview of projects 2024/25

Organisation	Project Name	Theme	Area	Funding Amount	Levered Funding	Beneficiaries
Stockton and District Advice and Information Service	Working To Reduce Poverty	No Poverty	Stockton	£2,046.00	N/A	68
Young At Heart ULO CIC	Musical Memories Singing Circle	Good Health and Wellbeing	Thornaby	£1,440.00	N/A	84
Roseberry Community Consortium	World Kitchen	Good Health and Wellbeing	Stockton	£2,100.00	N/A	N/A
Ayresome Pri-mary School	Greggs Breakfast Club	Quality Education	Mddlesbrough	£2,475.00	N/A	50
Evenwood Pri-mary School	Greggs Breakfast Club	Quality Education	Evenwood	£1,980.00	N/A	40
St Cuthberts RC Primary School	Greggs Breakfast Club	Quality Education	Hartlepool	£1,425.00	N/A	30
Whitecliffe Pri-mary School	Greggs Breakfast Club	Quality Education	Carlin How	£1,260.00	N/A	30
Evenwood Pri-mary School	Parent and Toddler Group	Good Health and Wellbeing	Evenwood	£1,750.00	N/A	12
Evenwood Com-munity Hub	Community Hub improvements	Sustainable Cities and Communities	Evenwood	£514.76	N/A	N/A
New Road	Community Labour day with ESH & North Star	Sustainable Cities and Communities	Guisborough	£1,593.90	N/A	6
Nite Lite CIC	Power to Poverty	No Poverty	Middlesbrough	£2,500.00	N/A	504
Hart Gables	Born to Be	Quality Education	Stockton	£500.00	N/A	10

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Organisation	Project Name	Theme	Area	Funding Amount	Levered Funding	Beneficiaries
TCR Hub	Family Social Club	Good Health and Wellbeing	Evenwood, Barnard Castle	£10,169.00	£9,148.50	21
Sprouts	Community Hub activities	Sustainable Cities and Communities	Thornaby	£11,000.00	£40,500.00	740
Groundworks North East and Cumbria (Thornaby)	Garden Grub	Good Health and Wellbeing	Thornaby	£2,500.00	£2,000.00	59
Groundworks North East and Cumbria (Evenwood)	Community Hub Model	Sustainable Cities and Communities	Evenwood	£26,850.00	£10,200.00	461
Creative Village CIC	Creative Community	Good Health and Wellbeing	Stockton	£2,300.00	N/A	13
Lets Pretend and Play	Essential Repair Work	N/A	Hartlepool	£1,833.00	N/A	N/A
A Way Out	Liberty evening drop in	N/A	Stockton	£2,192.00	N/A	N/A
YMCA Teesdale (North Tyneside)	Community Wellbeing Project	N/A	Cockfield	£2,500.00	N/A	N/A
Evenwood Community Association (Evenwood Community Action)	Coffee Morning	Good Health and Wellbeing	Evenwood	£1,240.00	N/A	N/A
Streets Ahead	Newsletter	N/A	Middlesbrough	£4,000.00	N/A	N/A
North Star Tenant Event	Tenant Event	N/A	Tees Valley	N/A	N/A	N/A

Overview of projects 2024/25

Organisation	Project Name	Theme	Area	Funding Amount	Levered Funding	Beneficiaries
North Star & Civil Society	Workshop - Capacity Building , 32 Steps to togetherness	N/A	Tees Valley and County Durham	N/A	N/A	N/A
Thornaby Community Hub	Dunninghams Community Labour day, painting	N/A	Thornaby	N/A	N/A	N/A
			Totals	£78,582	£61,848	2,171