

Social Value












NORTH STAR

Creating homes, building futures

2022/23
at a glance

£5.79M
Social Value
Delivered in total

| | | |
|--|--|---|
| <p>32 Projects benefitting 7,480 people</p>  | <p>£88k Spent on Community Projects</p>  | <p>Helped 918 households with benefit advice and increased income by £712k</p>  |
| <p>8 tenant involvement groups generated £97k of social value</p>  | <p>Community projects generated £3.28m of social value</p>  | <p>Improvements to properties generated £807k of social value</p>  |
| <p>Positive move-ons from supported housing generated £67k of social value</p>  | <p>£748k social value delivered by contractors</p>  | <p>71 new homes delivered—£11.7M invested in developing more new properties</p>  |

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/>

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 | — | 6 |
| Funding Invested | — | £24,724 |
| Social Value Ratio | — | £1 : £51.19 |
| People supported | — | 1,733 |



Good Health & Well-being

| | | |
|--------------------|---|-------------|
| Projects supported | — | 17 |
| Funding Invested | — | £26,255 |
| Social Value Ratio | — | £1 : £82.87 |
| People supported | — | 5,031 |



Quality Education

| | | |
|--------------------|---|--------------|
| Projects supported | — | 3 |
| Funding Invested | — | £8,513 |
| Social Value Ratio | — | £1 : £137.40 |
| People supported | — | 45 |



Sustainable Cities & Communities

| | | |
|--------------------|---|-------------|
| Projects supported | — | 6 |
| Funding Invested | — | £10,668 |
| Social Value Ratio | — | £1 : £56.95 |
| People supported | — | 476 |

Our 2022/23 Value for Money report gave an estimated social value figure £4m. The actual figure in this report is £5.79m. This is due to HACT increasing the value of some outcomes in the social value bank, particularly on employment and maintenance outcomes.

We spent £16k on running costs and maintenance for our 3 community buildings which are to service delivery.

Some stories from our projects...

Bright Woods Forest Schools

The project was to deliver a number of one-off workshops to promote health, wellbeing and self-care. This was based on our successful weekly sessions, that bring people together in our woodland setting to spend time in nature, carry out creative projects and eat together.

Since losing their partner one of the participants hadn't had much reason to leave the house, the workshop provided a welcome excuse to go to the community centre and spend some time in the company of others.

Since attending the workshops two people have joined the weekly wellbeing sessions and have been attending regularly and another participant expressed an interest to join in the future.



This has been so good, I never take time out for myself, I'm usually just stuck in the house all the time.



Youth Shack is one of the best experiences I've had through a referral



Groundwork–Youth Shack Project

Last year, Youth Shack launched their pilot project with the aim of improving the health and wellbeing of young people living in Redcar and Cleveland, increasing their confidence, raising aspirations, and helping them to realise their full potential moving into sustained employment; all of this whilst increasing awareness of the green agenda and connecting to local green spaces.

The pilot project was a huge success, seeing 38 young people completing the programme and 24% of those young people going into employment following the programme. All participants developed their employability skills such as CV writing, interview skills and job search skills with the help of Youth Coaches for the Tees Valley Pathways YEI Programme, as well as improving their own confidence.

Contractor Social Value– Buildroute @ Drinkfield Marsh, Darlington

North Star and Buildroute teamed up to make a nature reserve more accessible.

As part of its contract with North Star, Buildroute has made social value commitments. In October 2022, they worked with North Star staff and members of Friends of Drinkfield Marsh, in Darlington, to construct two natural looking handrails on the marsh's most slippery paths.

The work was completed in a day and all materials were kindly donated by Buildroute. Some of the Marsh's users let us know what they thought of the work on a post by the Friends Group on Facebook.

"Well done folks. This will make our walk down that slope safer in the winter months."

"Looks great. Thanks to all involved."



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 experimented with new methods of online and in-person engagement, delivered the largest tenant event (in terms of attendees) ever organized and begun the process of co-creating a strategic tenant voice solution.

2022/23 was the second full year of operation of North Star's new Tenant Connection Structure. The structure was co-created with tenants in response to challenges set by the Social Housing White Paper, the National Housing Federation's Together with Tenants initiative and recommendations made as part of the TPAS Pro accreditation process.

We currently have 205 actively involved tenants (tenants that have taken part in at least one engagement activity excluding general surveys) and receive responses from between 200-700 tenants for each wider engagement survey.



Examples of connection work...

Policy Group

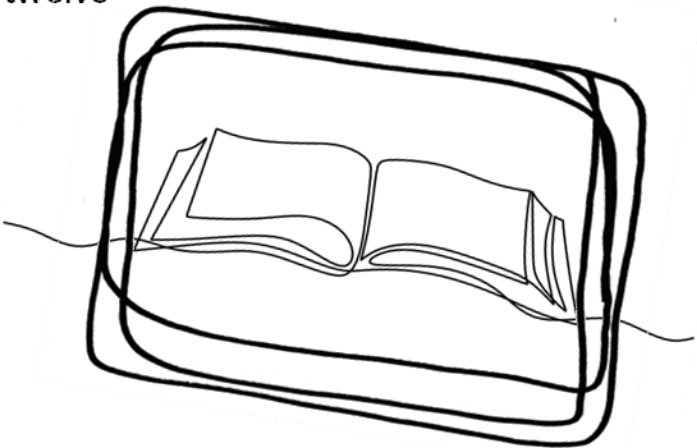
The Policy Group looks at policy and procedure documents due for review. The group is drawn together dynamically based on customers' interest and experience. For example, we will approach customers who have had experience of the policy in the past twelve months.

In 2022/23 the policy review group reviewed:

- Access to Housing Policy
- Customer Service Standards
- Aids and Adaptations Policy

Key changes made because of the group's work include:

- Updating how the access to Housing policy interacts with the complaints policy (specifically around the need for written complaints).
- Improving the accessibility and clarity of our customer service standards, both in the way they are presented and the language used.
- Challenging the organisation on its Aids and Adaptations policy. Specifically how can we alter language to be more positive and empathetic.



Task and Finish Groups

These groups cover a wide range activity that does not fall under the focused remits of other tenant connection groups.

Task and finish groups undertaking this activity are also drawn together based on interest and experience. We have agreed this approach with customers to ensure the right customers are providing feedback.

In 2022/23 groups have been formed to:

- Consult on fire safety at North Star based on recommendations in the social housing white paper.
- Consult on what information North Should be sharing and in what format that should be.
- Formed a Tenants' Climate Jury to learn more about the challenges North Star are facing around meeting the Government's climate change targets and how the organisation can make sure tenants are involved.

