OBJECTIVE:
To tackle social exclusion, isolation and homelessness through a holistic housing and services approach.

CONTEXT
There will always be groups and individuals who, through misadventure or misfortune, find themselves without appropriate housing, accommodation, support or access to the necessary networks to enable effective participation in society. These individuals may also have difficulty in accessing services, such as healthcare, employment, and community services. The challenge is to do more than simply providing quality affordable housing to these individuals. We need to meet their needs in a holistic way, with support services that address many of their needs, and crucially giving them every opportunity to contribute back into their community, and be supported by their local community. The challenge is also to change the attitudes towards these socially excluded people, within their local communities and nationally, so that they are welcomed, given equal rights and opportunities, and are able to become a valuable part of society.

CSR AT Tyne Housing Association
At Tyne Housing Association, corporate and social responsibility is part of our DNA. Since establishment in 1973, we have existed to create a positive impact on society. Tyne Housing Association, with its subsidiary organisations (The Tyne Group) works in close collaboration with service users and stakeholders to provide range of services which integrate social, environmental, ethical, human rights and consumer concerns into our business operations and core strategy.
We have translated our commitments into a CSR policy. The next step is to audit and evaluate our performance in accordance with ISO 26 000 and other international standards and toolkits, to report and showcase our achievements annually in a CSR report.
We are actively delivering on our CSR commitments. There are many examples of our excellent CSR work on our website. We also publish videos on u tube, promoting these activities to a wider audience.
Three charitable subsidiaries of Tyne Housing Association were established through which we could develop and deliver a range of services that provide pathways out of exclusion, contribute to the health and welfare of our clients, to the wider community, the environment and society as a whole. Services users and the community are welcome to use these services. Holistic services provided include: Accommodation ranging from regional health care accommodation, hostels, move on supported housing, move on general needs housing; Training and Education Services, Healthcare Services, General support, advice and signposting, therapeutic, occupation and employment services and environmental services. Through our community engagement officer, opportunities are offered to both residents and service users of Tyne Housing Association, and to the wider public.

- **Through Byker Bridge Housing and Support**, we support people to live independently in their own homes and manage supported housing projects ranging from small flats with onsite wardens to shared houses with residential support staff, to a regional forensic hostel for people with significant mental health conditions.

- **Through Under the Bridge Charity**, we provide: a direct access hostel providing 24 hour support to tackle the immediate problems of isolation and homelessness; a drop in healthcare centre providing immediate and ongoing specialist healthcare support, including access to a GP, Community Psychiatric Nurse, bathing and clothing facilities and needle exchange, as well as information and advice on sexual health and mental health issues.

- **The Workshop** is a work-based training scheme, recycling and restoring furniture, which the local community can then purchase. Training ranges from informal recreational sessions to preparing an individual for progression onto more formal accredited learning, working with accredited partners.

- **Through the Ouseburn Community Farm**, we made a strong commitment to the local community by taking over the management of, and subsidising, a much loved community farm, which had closed due to financial difficulties. Vulnerable adults can work there with staff and volunteers to develop an urban farm that is widely used by the whole community.

### Stakeholder involvement
Central to our approach for the re-structure was the engagement with **service users, staff, board members and external stakeholders**, through surveys, formal and informal discussions. A two-way communication process allowed input into the decision making process, whilst keeping service users informed and engaged. Key areas consulted on included structure, service delivery, corporate, social and environmental outcomes, key concerns, objectives, and roles and responsibilities. External partners were consulted on exploring new ways of working together. Board members met several times to explore and formulate the recommendations.

We have been instrumental in leading and facilitating a local network comprised of voluntary, statutory and private sector partners. The aim of this network is to engage in policy discussion, as well as sharing information, best practice and services to tackle social exclusion, isolation, and homelessness. We also engage in many policy and awareness-raising roles with regard to issues surrounding social exclusion and the needs of isolated, vulnerable and homelessness members of society. We use our knowledge and experience to feed into agendas including the City’s Sustainable Community Strategy, the Local Area Agreement, and the Joint Strategic Needs Assessment for Homelessness.

### Tools used:
In addition to the **3 charitable subsidiaries**, a community engagement officer was appointed to strengthen links with the local community and to engage the hardest to reach and socially excluded people.

### Key results and benefits
- **61 vulnerable people** supported to live independently in their own homes
- **37 supported housing projects** managed
- **4000 schoolchildren** visit the farm every year.

The impact of the work has been measured and evaluated in compliance with Homes and Communities Agency Standards, the Charities Commission, National Health Service and Local Authority funding requirements. We undertake **quarterly outcome and output monitoring reports** to measure the quantity and quality of our work, together with **resident and user surveys, informal and formal consultation**.

### More information
- Tyne Housing CSR policy
- [http://www.youtube.com/watch?feature=player_embedded&v=ZCeAQkAXq0o](http://www.youtube.com/watch?feature=player_embedded&v=ZCeAQkAXq0o)
- [http://www.youtube.com/watch?feature=player_embedded&v=Py8ROpqgL4A](http://www.youtube.com/watch?feature=player_embedded&v=Py8ROpqgL4A)
- [http://www.youtube.com/watch?feature=player_embedded&v=mdfCjf1VE2o](http://www.youtube.com/watch?feature=player_embedded&v=mdfCjf1VE2o)
- [http://www.youtube.com/watch?feature=player_embedded&v=sKD9gAZl9E](http://www.youtube.com/watch?feature=player_embedded&v=sKD9gAZl9E)