“Regeneration has become a dirty word but here we have the proof that when done well, with the right approach and by the right people, it can transform a neighbourhood. Built on a strong relationship between tenants and BCT, this neighbourhood has been transformed into a great place to live for a very socially, culturally and demographically diverse community.”

DAVID RUDLIN, Chair, Academy of Urbanism.
This information is about Byker Community Trust, which owns the Byker Wall Estate in Newcastle upon Tyne. If you would like this information in your own language, we will arrange for an interpreter to help you on freephone 0800 533 5442.

**Vision:**

BCT’s vision for 2015 to 2020 is an independent BCT where;

- We have delivered on the major stock transfer promises.
- We ensure tenants have a key voice and role in decision making.
- We maximise access for local people into employment, training, health and education opportunities.

**Values:**

We will do our best for Byker by being;

- Ambitious for people and the community.
- Energetic in our work with and for our diverse neighbourhood.
- Innovative in providing excellent services.
- Open and transparent in the conduct of our business.
- Unrelenting in our focus on positive change.

**Mission:**

- We work for people who have a voice and influence in our business.
- We celebrate our diverse neighbourhood.
- We provide quality homes, environment and services.
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FOREWORD

Welcome to the Byker Community Trust’s (BCT) Annual Report to Tenants 2018. I hope that you will find it to be a useful overview of how we have performed and what we have achieved in the last year.

The last year has been exceptionally busy for us and we have seen some significant improvements in terms of how BCT has performed. In fact, this has been our best year to date since BCT was formed in 2012. This is as a result of a number of changes that were made during our service transition in October 2016.

The transition of services in house and through our partnership with Karbon Solutions Limited, has brought BCT direct control over housing management and repairs and maintenance services and has helped us to continually improve our performance, remain customer focused and deliver better value for money.

During the last year, BCT achieved our highest rate of rent and service charge collection. This is a great achievement in light of the significant challenge that we face from Universal Credit. BCT have increased our Tenancy Sustainment and Welfare Reform Team in order to help our tenants. We hold weekly drop in sessions at the BCT office for anyone who needs help and now provide pre-tenancy support to ensure all new tenants get off to the best possible start.

The increased levels of income collection provides us with more money which, in the long term, can be re-invested into making improvements on the Estate. We have continued to deliver against our stock transfer promises with significant investment to upgrade our sheltered accommodation at Tom Collins House and Mount Pleasant as well as making improvements to the District Heating System. We have also delivered 10 new homes on the Estate with the conversion of former Hobby Rooms. To date, we have already committed £31m of investment, with a further £10m planned investment up until 2025.

Our performance has also been recognised on a national level. The Academy of Urbanism judges visited the Estate during 2017, and following a vote by their members, declared the Byker Estate as the “Great Neighbourhood” in the UK and Ireland. The recognition didn’t stop there as we were also named 29th in the Top 50 Landlords Awards from 24Housing Magazine. We couldn’t have achieved this without you, our tenants.

Tenant’s contribution to BCT is invaluable and your support for the organisation is continually helping us to shape and improve services as well as delivering value for money. Our Tenant Engagement Framework has increased the opportunities for tenants to get involved and to resolve local issues. The newly formed Customer Scrutiny Committee is already starting to have an impact and they have had the opportunity to review our performance and services.

The Grounds Maintenance Tenant Inspectors continue to do a brilliant job in monitoring the work of our grounds maintenance staff, completing satisfaction surveys and providing us with valuable feedback on how we can improve things.

Litter and waste management problems continue to be a real issue on the Estate. As many of you know, waste management is the responsibility of Newcastle City Council and this is why we have been working closely with them to try and solve the problems that you are experiencing. We do however need your help with this so if you are interested in being involved, please let us know.

Thank you once again for providing us with your valuable feedback and opinions on how we are doing and what you would like us to improve. We know that there is still work to do, so keep talking to us about what matters to you.

The BCT team and I will look forward to working with you in the year ahead.

Jill Haley, Chief Executive.
Welcome to this year’s annual report to tenants. It has been two years since we first started our journey to independence in 2016 and to date we have achieved so much. This report will cover the period from April 2017 to April 2018.

We have asked tenants to choose this year’s report theme which is “Our BCT – Our Byker, Our Community, Our Tenants”.

This is the slogan that was developed with tenants during our service transition and now seems like a good time to take a look at where we are in each of these areas.

The aim of the report is to provide tenants with an honest assessment of the work Byker Community Trust has done over the last year and how we are complying with the Economic and Consumer Standards as set out by the Regulator for Social Housing (RSH). (see page 6 for a full explanation of what that means).

We would like to celebrate and share our successes with you whilst reflecting on areas where we know we can improve, as well as touching on what our plans are for next year.

**OUR BYKER** details Value for Money (VFM), how we have invested in the Estate and how we have performed against the Economic and VFM Standards.

**OUR COMMUNITY** covers the Neighbourhood and Community and the Tenancy Standards. This is all about how we manage the Estate, let homes and work with our partners.

**OUR TENANTS** is about you, our tenants, and what you have been doing to help make the area great. We will also look at how we are performing against the Tenant Involvement and Empowerment Standard.

**How we involved the Communications Group**

The Communications Group have been involved in approving this Annual Report to ensure that the content, the images and the language is as jargon free as possible.
Who is the Housing Regulator and what is the Regulatory Framework?

The Regulator of Social Housing is responsible for monitoring Housing Associations, like BCT. A Regulatory Framework which has seven National Standards is in place. These Standards are split into Economic and Consumer Standards which Housing Associations are required to comply with.

The Economic Standards are;
- Governance and Financial Viability Standard (this is about how BCT is governed through our Board and Committee structure and how BCT manages your money)
- Value for Money Standard (this is about how BCT makes best use of the resources available to deliver services to you)
- Rent Standard (this is about the money that BCT collects in rent and service charges)

The Consumer Standards are;
- Home Standard (this is about repairs, maintenance and improvements made to your home)
- Neighbourhood and Community Standard (this is about the area in which you live and how BCT works with partners to deliver services in your community)
- Tenancy Standard (this is about your tenancy agreement and how our housing is allocated)
- Tenant Involvement and Empowerment Standard (this is about communicating with you and how you can get involved with BCT to help to shape our services and hold us to account)

The Economic Standards are monitored by the RSH, and BCT like all other Housing Associations monitor their own performance against the Consumer Standards. At BCT, we do this by working closely with tenants and providing regular performance reports to the BCT Board as well as publicising information on our website.

How does BCT monitor performance?

Within BCT we constantly monitor our performance and have a number of methods in place to ensure all areas of the Association are as efficient and effective as possible. These methods include;
- Board Meetings which are open to the public
- Audit & Risk Committee Meetings
- Governance and Remuneration Committee Meetings
- Customer Scrutiny Committee Meetings
- Executive Team Meetings (fortnightly senior managers meetings)
- Operational Meetings (monthly team meetings)
- Service Level Agreement Meetings with our contractors
- Independent reports from Auditors
- Supporting this we also ask how tenants and residents think we are performing for example through the Survey of Tenants and Residents (STAR Survey)
- Appraisals and one to one meetings with all BCT staff

Benchmarking allows BCT to compare our business processes and performance measures against other Housing Associations and where possible, identify best practice.

What was the RSH’s Regulatory Judgement for BCT?

The RSH’s assessment on compliance with the Governance and Financial Viability Standard is expressed in gradings from G1 to G4 for Governance and V1 to V4 for Viability. For both viability and governance the first two grades (G1 & G2 and V1 & V2) indicate compliance with the standard.

The RSH have said that BCT is ‘compliant’ awarding us G2 for Governance and V2 for Financial Viability.
Investing in Byker

This section is all about the income that BCT has collected and what has been spent during the last year. We will also show you how we have made savings and how we have achieved best Value for Money (VFM).

What is Value for Money?

VFM does not just mean cutting costs. It is about maximising outcomes for tenants for every pound that BCT spends. This means making sure that tenants receive a good service and that our properties are managed efficiently and effectively.

BCT’s performance in 2017/18:

<table>
<thead>
<tr>
<th>KPI</th>
<th>2016-17</th>
<th>2017-18</th>
<th>CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent Collection</td>
<td>98.0%</td>
<td>98.2%</td>
<td>+0.2%</td>
</tr>
<tr>
<td>Void Rent Loss</td>
<td>1.4%</td>
<td>1.7%</td>
<td>+0.3%</td>
</tr>
<tr>
<td>Tenancy Turnover</td>
<td>14.7%</td>
<td>12.4%</td>
<td>-2.3%</td>
</tr>
<tr>
<td>Average Relet Time</td>
<td>39.1 days</td>
<td>38.3 days</td>
<td>-0.8 days</td>
</tr>
<tr>
<td>Average cost of responsive repair</td>
<td>£78</td>
<td>£88</td>
<td>£10</td>
</tr>
<tr>
<td>Average cost of void repair</td>
<td>£2,694</td>
<td>£2,621</td>
<td>-£73</td>
</tr>
</tbody>
</table>

2017-18 was the first full year of our Cost Sharing Partnership with Karbon Solutions Limited and we have worked to keep the operating costs of BCT low. Customer satisfaction shows that we are achieving good quality in our repairs contract, and our costs are lower than many other housing associations, despite the challenges of maintaining the Grade II* listed Byker Estate.

VFM gains

BCT has achieved significant VFM gains since the stock transfer in 2012.

BCT defines efficiency gains as sustainable, on-going measures that permanently reduce the cost of BCT services.
Added to these recurring savings are significant one-off items that have saved BCT millions of pounds since 2012.

BCT achieved all our VFM targets for 2017-18:

<table>
<thead>
<tr>
<th>TARGETS</th>
<th>ESTIMATED EFFICIENCY</th>
<th>UPDATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secure additional Renewable Heat Incentive income through upgrade to existing Biomass boiler</td>
<td>£4.5k</td>
<td>Complete</td>
</tr>
<tr>
<td>Ceasing the subsidy of the Furniture Service</td>
<td>£97k</td>
<td>Complete</td>
</tr>
<tr>
<td>Completion of Hobby Rooms conversion to 10 new units let at affordable rent</td>
<td>£49k</td>
<td>Complete</td>
</tr>
</tbody>
</table>

BCT's have also set some targets for 2018-19 as follows:

<table>
<thead>
<tr>
<th>TARGET</th>
<th>TARGET EFFICIENCY (per year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review the Concierge and Cleaning Contracts to the Byker Wall</td>
<td>£100,000</td>
</tr>
<tr>
<td>Grant-funded conversion of Ralph Erskine's site office into four new homes for rent</td>
<td>£5,000</td>
</tr>
<tr>
<td>Reduce rent income lost because of empty properties from 1.8% to 1.3%</td>
<td>£45,000</td>
</tr>
</tbody>
</table>
FINANCIAL PERFORMANCE

How BCT spends the income it collects

The rents and service charges paid by tenants and leaseholders is used to pay for all of the day to day services provided by BCT as well as the ongoing investment required on the Estate. BCT’s income in 2017-18 was £9.3m.

A surplus often occurs in a budget when expenditure is less than the income collected. BCT keeps the surplus in reserve and uses it to repay loans that have been taken out to fund the investment programme. These figures confirm that BCT is on track against its financial targets.
INVESTMENT COMPLETED DURING 2017/18

Since established in 2012, BCT has committed over £31m in our investment programme.

A further £10m of investment is planned up to 2025.

£13.5m of schemes will either be completed or start to be delivered during 2018.

The Hobby Rooms Refurbishment Project

10 Hobby Rooms were converted into new homes for rent. The Hobby Room refurbishment project was Highly Commended in the Regeneration category at the Royal Institute of Chartered Surveyors 2018 Awards.

Spend £662,385

Link Bridges

Structural repairs and redecoration to the five link bridges connecting Headlam House, Felton House, Kendal House, Brinkburn Court and Graham House to the Byker Wall was completed in February 2018.

Spend £98,466

Disabled Adaptations Programme

During 2017/18, we completed 12 major disabled adaptations helping tenants to remain living independently in their homes.

Spend £31,726
Ongoing Investment

BCT hold information on the stock condition of your home and all communal areas across the estate. This allows us to plan investment and ensure components, such as the electrics, kitchens, bathrooms, windows and internal doors, are replaced in accordance with their recommended lifespan.

District Heating

Works continue to replace the District Heating System underground pipework across the Estate, to improve its performance and energy efficiency. This year the Secondary Mains were renewed in Kendal Place, Kendal House, Brinkburn Place, Dunn Terrace and Northumberland Terrace. Work has now moved onto Felton House and the Spires Lane area of the Estate.

Spend £878,121

Tom Collins House & Mount Pleasant Upgrade

A £1.65m external and communal upgrade of our two sheltered accommodation schemes is due to be completed this Autumn. The upgrades include the retrofitting of a sprinkler system into Tom Collins House, providing an additional safety measure for our tenants.

Decent Homes Programme (Modernisation Works)

15 properties have benefitted from full internal upgrades during 2017/18 which included electrical rewires, new kitchens and bathrooms.

Spend £13,605

External Painting Programme

External repairs and redecoration to 253 homes in the Bolam and Ayton Rise areas of the Estate was completed in November 2017. The programme continues in 2018 and will improve a further 244 homes.
Passenger Lift Replacement
We intend to replace 13 original passenger lifts in the Byker Wall, from Northumberland Terrace to Byker Crescent and in Kendal House. Works are expected to commence in April 2019 and this will take 2 years to complete.

Roof Replacement Programme
The replacement of roofs to 381 properties with original concrete tiled roofs and 34 properties with original metal roofs will begin on site in early 2019.

DELIVERING ON PROMISES

When BCT was established there were a number of stock transfer promises that we said we would deliver on. You will be pleased to know we are nearly there.

Internal Heating Improvements
Work has commenced upgrading the heating controls to all properties across the Estate to allow greater control of the heating system and improve its energy efficiency.

Old or defective tanks, valves and radiators will be replaced, and all homes will be fitted with a new programmer. This will allow residents to control the times and temperature of their heating system. The project will complete in Summer 2020.

Brinkburn Street Conversion
The remodelling of the former housing office into four new affordable homes for rent, two of which will be adapted to disability standards are due to be completed in Autumn 2018.

Environmental Upgrade
BCT have allocated £4m to invest into the external environment of the Estate. This investment could include improving waste management facilities, fencing, play areas, parking or green open spaces. We need your input into what is required and what your priorities would be for this investment.

A variety of consultation events will be arranged starting in early 2019, so keep your eye out for more information in future issues of Byker News newsletters or on the BCT website.
REPAIRS & MAINTENANCE

The Home Standard requires BCT to meet a range of statutory requirements for the health and safety of the tenants in their homes (including, but not limited to Gas Safety, Fire Safety, Electrical Safety, Asbestos, Legionella and Lift Safety).

We deliver your repairs and maintenance service in partnership with Karbon Solutions Limited and have a dedicated team of 14 staff working in Byker.

The below table indicates how well BCT have been performing in relation to delivering the repairs and maintenance during 2017/18:

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>TARGET</th>
<th>YEAR END POSITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of repairs completed on time</td>
<td>95%</td>
<td>98.4%</td>
</tr>
<tr>
<td>Properties with a valid gas safety certificate</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Satisfaction with the repairs and maintenance service</td>
<td>93%</td>
<td>91.5%</td>
</tr>
<tr>
<td>Average number of calendar days to complete repairs</td>
<td>10.5 days</td>
<td>9 days</td>
</tr>
</tbody>
</table>

During 2017/18 BCT spent the following amounts on repairs and maintenance:

- **£579,283** Repairs and Maintenance
- **£656,325** Voids
- **£212,359** Health and Safety Compliance
- **£173,216** Repairs Support Staff Costs
- **£549,328** Planned Maintenance - Painting Programme

Total cost of R&M, including voids and health & safety compliance was **£1.6m**

84% of tenants reported 1 or more repair

The team completed **6825** repairs
Health and Safety

BCT monitor all areas of Health and Safety compliance on a monthly basis to ensure that all of our homes and buildings are safe. Areas of compliance affecting communal areas and stairwells such as lift inspections, fire risk assessments, water hygiene, emergency lighting testing and firefighting equipment servicing are all completed in accordance with the statutory timescales. Performance relating to Health and Safety compliance is reported to the BCT Board at every meeting.

Your safety is of utmost concern to BCT, therefore to make sure the internal areas of your home are protected all homes with a gas appliance have this serviced annually, and we will test your internal electrical system every 10 years to ensure its safety, and will carry out improvements where necessary. Your mains powered smoke detectors will be replaced when they reach 10 years old.

Following the devastating fire at Grenfell Tower in June 2017, we wrote to all residents living in the Byker Wall and its link blocks, to remind them of their fire safety arrangements in case of an emergency. We reassured our tenants that all blocks in Byker have a valid fire risk assessment in place and that the type of cladding fitted to the Byker Wall and Tom Collins House was NOT the same type of cladding fitted to Grenfell Tower. We have since fitted a sprinkler system into the communal areas and properties in Tom Collins House to provide additional protection and reassurance to our sheltered accommodation tenants living in this 11 storey building.

AWARDS AND ACHIEVEMENTS

Greatest Neighbourhood Award

BCT were awarded the “Great Neighbourhood Award” at the Academy of Urbanism Awards 2018. The Academy of Urbanism Awards are the primary platform for recognising and celebrating great places and are one of the most rigorously judged awards in the industry.

ITV News Coverage of the Byker Wall

BCT were visited in July by the ITV Tyne Tees crew. The Estate featured in a short film that was part of a week-long focus on social housing. The piece celebrated fifty years of ‘The Iconic Byker Wall’ and showed imagery of the Estate, a visit to one of the primary schools and interviews with local residents.

Knowledge Transfer Partnership (KTP)

A £129,000 grant funded partnership was established with Newcastle University, the Economic Social Research Council (ESRC) and Innovate UK, to research the way BCT can better engage with our tenants and residents. The KTP was featured in Inside Housing Magazine.

Top 50 UK Landlords award

In August 2018, BCT were named 29th in the Top 50 Landlords Awards from 24Housing Magazine, voted for by other social landlords. The award served as recognition of our commitment to resident involvement, innovation and Value for Money delivery.

The award commended BCT’s unique Byker Approach, which is a bottom-up housing management model developed to successfully engage with residents. The Byker Approach previously won the Outstanding Innovation category at the Chartered Institute of Housing North East Awards in 2017.
The Neighbourhood and Community Standard requires BCT to work in partnership with other relevant agencies to address issues such as the cleanliness of the area and anti-social behaviour. The Standard, in line with the RSH’s general approach, envisages that such issues are best dealt with locally.

Creating social value for the local economy

Regeneration is not just about investing in the bricks and mortar. BCT work with our construction and investment partners, who deliver work on the Estate, to ensure that they create social value for local residents and boost the Byker economy.
Our Partners

ESH Group is a construction company that BCT have worked with on the refurbishment at Tom Collins House and Mount Pleasant. During the period of the refurbishment works, residents have benefitted in the following ways:

- 120 pupils at the Byker and St Lawrence’s Primary Schools were able to learn about construction through practical STEM (Science, Technology, English and Maths) workshops.
- 2 BCT tenants gained work experience in site management and tenant liaison.
- 8 young people benefitted from a construction site visit to learn about jobs in construction, meet the operatives and see a live site in action.
- Later in the year, thanks to ESH Communities, children on the Estate will receive a visit from Santa.
- Hat-trick, who deliver sports based activities for young people on the Estate, were able to benefit from the ESH Communities Grant.

Barra’s Story

One of our tenants, Barra Nyang, completed a week’s work experience with ESH Group, working at the Tom Collins House and Mount Pleasant Sheltered Housing Schemes. Barra was able to visit residents in their homes to make sure that they were updated on the refurbishment works and to help resolve any issues.

“I really enjoyed my week with ESH. I am looking for work and this was a great experience for me to add to my CV. I was helped with my CV and I have developed lots of new skills. The experience has also helped with my confidence.”
Bell Decorating Group

Bell Group are our painting contractors and part of Bell Group’s commitment to Byker is to leave a lasting legacy by promoting the principle that “academia is not the be all and end all and that a career in painting is a good one”.

Bell Group’s Community Investment Team have supported two community clean-up events and worked together with the young people at Foundation Futures to clean up and renovate the exterior of their building.

Christian Atsu Training Session

Thanks to Bell Group and Newcastle United Foundation, twelve young people from Byker were lucky enough to take advantage of a once in a lifetime trip to practice their skills with Newcastle United’s Christian Atsu and watch the first team train.

H. Malone and Sons

H. Malone and Sons will be completing the internal heating improvements to peoples homes. Byker residents will have the opportunity to take advantage of five tenant liaison work experience placements and employment opportunities in plumbing. H.Malones will also be visiting Bykers two primary schools to educate children on being more energy efficient.
BCT’S COMMUNITY PARTNERSHIPS

Having “stuff for the kids to do” is something our tenants have told us is really important to them. This year we have improved our relationship with the Byker Children and Young People’s Partnership (BCYP) whose aim it is to increase and improve the number of activities for children and young people living in Byker.

The next section will report on the work we have done as part of the BCYP as well as how we have worked with other community partners including The Police and Newcastle City Council to meet the Neighbourhood and Community Standard.

The Newcastle United Foundation (NUF)

NUF are a charity who work with us to support the young people in our community through the power of football to encourage learning and healthy lifestyles. This year the Foundation have worked with over 300 Byker residents in education, employability and community projects; and as a result:

- 9 people have participated in Employment and Training programmes
- 38 children have taken part regularly in free weekly ‘Kicks’ football sessions (see right)
- 50 children have taken part in The Holiday Soccer School
- 200 school children and their families took part in Primary Stars, ‘Onside’ and Match-Fit, which are NUF’s educational programmes aimed at improving fitness and nutrition.
- The residents of Avondale House benefitted from a make-over of the communal garden (see below)
- 10 families learned how to budget and eat healthily at the ‘Magpie Market’ trip to St James’ Park Stadium.
Foundation Futures

Foundation Futures is a (not for profit) Community Interest Company working with the most vulnerable and disadvantaged young people in the North East. Their mission is for young people to ‘Find out what they can do instead of what they can’t’ through diverse and collaborative learning.

BCT have supported Foundation Futures to work in the community, particularly with our young people to help them find and achieve their potential. Key achievements this year include:

- The development of a Thursday night club with 97 children registered in the first 6 months and between 35 and 40 children attending each week.
- The formation of an additional Tuesday night club for 12-16 year olds.

Other projects that Foundation Futures deliver in Byker include working with Northern Stage to support children from Byker Primary School achieve a smooth transition from year six into senior school.

BCT’s partnership with Foundation Futures is helping to make a genuine difference to children’s lives through positive activity and informal education such as cooking, enterprise and volunteering.

Big Bike Revival

BCT were lucky enough this year to receive almost £900 from the Department of Transport as part of the Big Bike Revival. Over 50 residents took part in the project and as a result:

- 33 bikes were repaired and made roadworthy
- 8 children cycled to the Coast
- 45 children had six hours of bike ramps and jumps in Priory Green and Felton Walk
Tackling Food Poverty

Following on from the Tenants’ Conference in October 2017, BCT worked with Food Nation as part of Food Newcastle, a campaign aimed at tackling food poverty across Newcastle.

The Men’s Pie Club is now running on the Estate from Foundation Futures on a Monday night. Members of the club have learned to cook and made new friends. (They even make healthy pies too!)

COMMUNITY EVENTS

Trip to Whitehouse Farm

World War I event

Felton Walk BBQ
Newcastle City Council; Bins, Waste and Recycling

Newcastle City Council’s Waste Management Team are responsible for refuse collection on the Estate. As your landlord, we have raised issues on your behalf, such as: missed collections; not having enough bins or recycling facilities and fly-tipping hot-spots. There have been some improvements and to date BCT have:

• Assisted NCC to complete a bin audit across the Estate, assessing the general waste and recycling provision.
• Taken ownership of litter bins from NCC, which are collected weekly. The bins are now branded with the BCT logo.
• Worked to help NCC identify three areas of the Estate at Bamburgh Crescent, Dalton Crescent and Graham House to be part of a pilot scheme. The scheme will be a joint venture with NCC to help improve the appearance of the communal bin areas as well as the general waste and recycling facilities.
• Completed five community litter picks with residents at various locations across the Estate.

The work won’t stop and here is a summary of next year’s key actions:

<table>
<thead>
<tr>
<th>TARGET</th>
<th>KEY ACTIONS (2018/19)</th>
<th>MEASURE OF SUCCESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Run a keep Byker Tidy Campaign</td>
<td>• Continue to increase community litter picks • Work with schools on issue of litter and recycling</td>
<td>• Clean and tidy streets • Residents taking more ownership</td>
</tr>
<tr>
<td>Introduce new litter bins</td>
<td>• Work with residents to identify locations on Rabygate</td>
<td>• Reduction of litter in key hot-spot areas</td>
</tr>
<tr>
<td>Create a new litter picking post within the Grounds Maintenance Team</td>
<td>• Seasonal Environmental Response and Maintenance Operative</td>
<td>• Clean and tidy streets • Local employment</td>
</tr>
<tr>
<td>Improve communal bin areas at the wall</td>
<td>• Successful implementation of the pilot</td>
<td>• Increased recycling • Reduction in fly tipping</td>
</tr>
</tbody>
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Police and Community Safety

This section reports on how we have worked proactively with the Police, Newcastle City Council and other community safety partners to reduce the types of disorder that affect the lives of our residents. Here is a look at some of the key actions of this year:

• IWitness was re-launched and re-branded
• Two BCT Officers were commended for their input into multi-agency working during a Police operation.
• As part of that operation BCT:
  - Invested in 32 high security locks that were fitted to the main entrance doors in the Byker Wall and link blocks at a cost of £55,261
  - Issued 3 closure orders that were served to stop people entering certain properties and to tackle serious anti-social behaviour.
• BCT worked as part of the Youth Early Intervention Hub to identify young people who were causing problems on the Estate. Part of this joined up approach was selecting the right course of action for the young person and their families. As a result we balanced enforcement measures with a range of youth diversionary activities.

BCT want to say a big “Thank You” to all our partners who have supported us and worked with us to help achieve the “Great Neighbourhood” status.

**Managing Tenancies**

The Tenancy Standard aims to ensure that BCT let their homes in a fair, transparent and efficient way taking into account the needs and aspirations of tenants and potential tenants.

Tenancy sustainment is important to BCT and we have taken a number of steps to ensure that the appropriate support and advice is available for all tenants to help them to remain in their home.

One of our biggest challenges this year has been to try to minimise the effects of Universal Credit and the impact that this has had on our tenant’s ability to pay their rent. We have also taken steps to ensure that all new tenancies get off to the best possible start by delivering pre-tenancy workshops.

**New for 2018 - Tenancy Sustainment and Welfare Reform Team**

This year BCT created a new Tenancy Sustainment and Welfare Reform Team whose role it is to make sure tenants receive all of the financial support that they are entitled to. In addition, the team can provide advice and support to access employment. The team also works closely with our Income Management Team to collect rent and help tenants to stay in their home.
IN NUMBERS

From January – June 2018 BCT have helped 212 customers with over 300 different types of enquiries. Here are some of the key figures:

- £43,967 of benefit backdated for tenants was obtained for tenants.
- £6,748 was the amount recouped for tenants in Housing Costs and backdated payments.
- £17,540 additional monthly benefit was obtained for tenants.
- £3,431 in additional housing costs and monthly income was obtained for tenants.
- An additional £7,722 is now paid to BCT through monthly rent arrangements.

Last year BCT collected 98.2% of the income that was owed to us.

You said, we did…

Tenants have told BCT that we need to do more to tackle those who do not pay their rent. BCT do everything that we can to support tenants to stay in their homes and eviction really is an absolute last resort. This year however there were 49 evictions due to rent arrears and we made 121 applications to court to take enforcement action to ensure that rent payments are made.

Starting and Ending Tenancies

BCT are part of a Choice Based Letting Scheme called Tyne and Wear Homes. This scheme runs in partnership with Newcastle City Council (NCC) and other Housing Providers in the Tyne and Wear area.

Tyne and Wear Homes operates through a website (https://www.tyneandwearhomes.org.uk/) and provides a one stop-shop for anyone wishing to search or register for social housing across Gateshead, Newcastle, North or South Tyneside.
IN NUMBERS

299 properties became empty throughout the year.

BCT took an average of 38.3 days to re-let a property.

BCT re-let 289 properties throughout the year.

The average cost of void repairs was £2,621 against a target of £2,450.

The total void rent loss for the year was £167,491.

BCT spent a total of £686,802 on all void repairs for the year.

BCT lost on average £580 per property through void rent loss.
The Byker Approach

Last year BCT introduced a Customer Care Visit (CCV) for every tenants. The aim of the CCVs is to obtain feedback from tenants and to help BCT identify and address any issues or concerns. BCT will also use the information to assess future investment priorities.

• 810 Customer Care Visits were completed.

In addition, BCT also introduced Valued Customer Status (VCS). VCS is available to all tenants who have a clear rent account, maintain their home to a good standard and have no breaches of tenancy such as anti-social behaviour or untidy gardens. Tenant’s who qualify may be given priority for re-housing and are entered into BCT’s prize draw’s.

• 273 tenants have achieved Valued Customer Status.

Mr. Barron and Mrs. Scott were the winners of last £500 year’s prize draw.
Engaging, Empowering and Supporting You to keep Byker Great

Achieving our ambitious plans and continuing to develop the neighbourhood is not something that BCT can do on its own. We have improved the range of opportunities available to you to be involved with and influence the way we manage your home and neighbourhood. We have updated our tenant engagement framework and appointed a new Community Engagement Officer whose job it is to work with tenants to implement the framework.

The Tenant Involvement and Empowerment Standard is intended to ensure that tenants are able to hold their landlord account. It sets out how BCT should engage and interact with our tenants, how we should handle complaints, and the importance of taking tenants’ needs into account.

Our proudest achievement this year has been the development of our Customer Scrutiny Committee, who are a group of residents from across the Estate. Still in its infancy, The Customer Scrutiny Committee are working with us to develop a sound approach to scrutiny where residents can hold us to account and take us to task on issues that matter to them.

Meet the Committee

The Customer Scrutiny Committee is made up of nine members and nine observers who meet four times a year.
What the Committee does

The Customer Scrutiny Committee is chaired by a Tenant Board Member. This ensures that tenants have a direct link to the BCT Board and have responsibility for:

- Monitoring BCT customer complaints and compliments
- Monitoring performance
- Championing tenant involvement
- Ensuring BCT’s compliance with the regulatory standards
- Reviewing services and quality standards

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<thead>
<tr>
<th>ACHIEVED SO FAR</th>
<th>COMING SOON</th>
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<tr>
<td>Developed the Terms of Reference and Code of Conduct.</td>
<td>Developing BCT’s approach and policy on complaints.</td>
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Community Spirit

Byker residents have committed many hours to community engagement activities during the year. We really want to acknowledge the dedication and commitment you have shown and the difference you have made. We are delighted that you have joined in and are helping to make Byker a “Great Neighbourhood”.

You know who you are, you sweep up the leaves, pick up the litter, take the spare dinner round to the neighbour, organise activities for children, report issues so they can be dealt with and volunteer at local projects. Our role in the community is to help promote community spirit and to support you to grow your own events and activities.

55 tenants are formally involved on a regular basis with BCT through our tenant engagement framework.

500 tenants and residents have engaged with BCT at community events, through consultation and engagement activities.

958 voluntary hours have been committed by tenants and residents to working with BCT (and that’s the activity we know about).
BCT have 14 of trained Grounds Maintenance Inspectors.

Last year 129 grounds maintenance inspections were carried out.

Last year 12 formal walkabouts were carried out across the Estate.

THIS IS WHAT YOU HAVE ACHIEVED:

Tenants and Resident’s Associations (TARA)

Byker Village TARA has gone from strength to strength. With a few new members and an improved approach to meetings they certainly hold us to account on a range of housing and neighbourhood management issues.

Byker Village TARA have also gained a reputation for making the Felton and Winship areas of the Estate better for families by coming together as a community and putting on activities for children, such as:

Felton Walk BBQ

Working with Kids Kabin

Community Litter Picks

Grounds Maintenance Inspectors & Estate Walkabouts

The Grounds Maintenance Inspectors are members of the community with an interest in the environment. The team are key to scrutinising the way we manage the grounds maintenance activity on the Estate. Byker's own dedicated Grounds Maintenance Team carry out grounds maintenance responsibilities such as grass cutting, tree and hedge cutting, removing graffiti, litter picking, emptying litter bins, inspecting our play areas, and maintaining Ayton Street Park.
How did the Grounds Maintenance Inspectors assess the work?

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<tr>
<th></th>
<th>TOTAL FIGURE</th>
<th>PERCENTAGE</th>
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<tbody>
<tr>
<td></td>
<td>SATISFIED</td>
<td>NEITHER</td>
</tr>
<tr>
<td>The work area was left clean and tidy including the removal of litter etc.</td>
<td>121</td>
<td>1</td>
</tr>
<tr>
<td>The work(s) for the area were fully completed in a timely manner and nowhere was missed</td>
<td>115</td>
<td>4</td>
</tr>
<tr>
<td>The overall quality of the work(s)</td>
<td>117</td>
<td>3</td>
</tr>
<tr>
<td>Appearance of Byker’s grassed areas</td>
<td>117</td>
<td>3</td>
</tr>
<tr>
<td>Weed growth control on Bykers land</td>
<td>107</td>
<td>5</td>
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Family activities

Last year BCT offered tenants the opportunity to visit the Centre for Life and Hall Hill Farm. Over 40 families attended these events. The events provided an opportunity for families to come together in both fun and learning environments.
COMMUNICATING WITH YOU

This year we have seen improvements to the way we connect with you through social media, such as Facebook and Twitter.

Next year we will focus on improving our digital and online services whilst keeping true to the “Byker Approach”.

We will continue to send out our award winning ‘Byker News’ newsletter keeping you up to date with our progress and upcoming events.

Based on tenant feedback, we have placed a much bigger emphasis on community activities and an improved ‘What’s On’ Events Calendar on our website too keeping you informed and up to date with local events.

**Tenants’ Conference**

Our annual tenants’ conference was held in October 2017 at Byker Community Centre and involved a number of our partners.

93 people attended and the day was filled with exciting family activities as well as important updates on what had been happening on the Estate. The theme was Healthy Living and participants got to take part in activities, listen to guest speakers as well as having a fun day out.

Check it out

https://bykercommunitytrust.org/events
THANK YOU TO OUR CUSTOMER SCRUTINY COMMITTEE

Who are driving forward positive change on behalf of all residents.

How to contact Byker Community Trust 9am-5pm - Monday to Thursday, 9am-4.30pm Friday

Call: 0800 533 5442

Option 1: Repairs
(also for out of hours emergencies)

Option 2: Rent Enquiries

Option 3: Housing Enquiries

Option 4: Business Enquiries

customerservices@bykerct.co.uk

www.bykercommunitytrust.org

bykercommunitytrust

@bykertrust