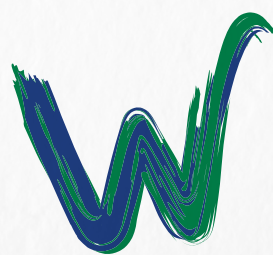


Annual report

2014-15



Wythenshawe
Community Housing Group



Contents

Welcome to our Annual Report	02
Our Approach to Partnership working	03
What our partners say	04
What our staff say	11
Decision making	13
Governance & Tenant Involvement	15
WCHG Accounts	16
Performance Management and Value for Money	17
Key Achievements	19
Wythenshawe Resilience	22



Welcome to our Annual Report



Welcome to Wythenshawe Community Housing Group's Annual Report for 2014/2015. The first part of this year's report will focus on our approach to effective partnership working highlighting the impact on the Wythenshawe community. The second part of the report will focus on our performance, annual accounts and the key achievements during the Group's second financial year and then looking to our future.

Wythenshawe Community Housing Group has demonstrated a high priority to partnership working over recent years and has developed a particularly strong track record in successful community investment.

Our 2015 Social Impact report shows that our investments have generated a six-fold social return for the Wythenshawe community, ensuring value for money pound for pound.

WCHG has now been in operation since April 2013 and continues to grow, developing key partnerships that have placed Wythenshawe on the national stage which in turn celebrates our vision of:

"a community where people choose to live and work, having pride in their homes and services"

We are responsible for almost 14,000 homes and employ over 500 people. The Group works within effective partnership arrangements in order to safeguard essential services, provide efficiencies, share resources and streamline services across Wythenshawe for the benefit of our tenants and wider community.

We will continue to put tenants at the heart of our business and everything that we do, working closely with partner agencies to help tackle the social and economic challenges ahead.

The Group has already had some fantastic achievements, since WCHG was formed 2 years ago, we have completed 135 new homes and invested over £13m in the area. We have a new build programme of 513 homes costing £60m forecast to be completed between 2015-18, including our landmark Village 135 £20m Extra Care Scheme. This development will see 135 new homes for older people offering high quality facilities and extra care provision on site enabling older people to maintain their independence for longer.

We also recently launched our new Garden City Homes sales and marketing team for new homes for sale, shared ownership and market rent in Wythenshawe. We recently achieved accreditations in our Anti-Social Behaviour and Complaints service, all of which contribute to the Group being a viable business providing effective, accessible and barrier free services to the community.

A big thank you to all our tenants, our employees and our Board Members for their contribution.

Eddy Newman,
Chair of the Group Board

Paul Andrews,
Chair of Parkway Green Housing Trust

Dave Chorlton,
Chair of Willow Park Housing Trust



Our Approach to Partnership working

Housing plays a vitally important role in people's lives. The home is inextricably linked with an individual's physical and mental health, their ability to work, their personal resilience and that of the communities they live in.

A stable and comfortable home is a prerequisite for a good life, and this is especially true for those with complex and multiple needs. This puts Wythenshawe Community Housing Group (WCHG) in a unique position; we enjoy a close relationship with our tenants and have the ability to reach out to them in a way that other agencies can struggle to achieve. In this context, there are significant opportunities for collaboration between ourselves, councils, schools/academies and health partners in the delivery of more integrated services to support health, well-being and help people back into work.

WCHG invest substantial sums of money in areas like health and employability, recognising that promoting the well-being and financial sustainability of our tenants goes hand in hand with safeguarding our revenues. Housing associations, schools/academies, health authorities and Police are natural partners. There is significant overlap between the organisations we work with and the challenges we face to provide a holistic partnership that supports the local community.

WCHG provides more than just homes, we also provide welfare support, benefit advice, assistance to manage your money, support for older and vulnerable tenants and health and wellbeing support. We also play a larger role in the development and regeneration of Wythenshawe.

The prospect of prolonged austerity and the potential for further welfare reform in the coming years demands that we innovate and deliver more services in collaboration with partners.

Working in partnership over many years, WCHG has developed a particularly strong track record in successful community investment and collaborative working partnerships. The next few pages highlight what our partners think.

What our partners say!!

What our partners say



Manchester Enterprise Academy James Eldon



It has been a wonderful year for Manchester Enterprise Academy (MEA), the Wythenshawe secondary school that is co-sponsored by Wythenshawe Community Housing Group. The year began with MEA achieving record breaking examination results that put the Academy in the top 5% of similar schools nationally. Ofsted then confirmed the transformation of MEA over the past 4 years when they visited in March praising the school they said:

- The vision and determination to improve the school and address the areas for development from the previous inspection are outstanding. As a result, teaching is improving strongly and achievement has risen dramatically.
- Its work to keep students safe and secure is outstanding. This view is echoed strongly by parents, staff and by the students themselves.
- Students are extremely proud of their school and describe it as 'a vibrant community that treats you as a family'. Their behaviour is good and plays a large part in their successful learning.

Finally, at the end of a fantastic year MEA won the 'Secondary School of the Year 2015' award at the Manchester Evening News School Awards. WCHG is a sponsor of the Academy and our support has helped MEA in many different ways, for example;

- We enabled over 35 students to visit Barcelona to develop their Spanish skills
- We helped develop and support the new MEA school uniform which is smarter, more robust and better value for parents
- Our support helps students in the 6th form keep studying and able to access Apprenticeships and University
- In partnership with the Premier League, Manchester United Foundation and the Football Foundation, we helped develop the new Football Centre at MEA which consists of 5 FIFA level astro-turf pitches.

James Eldon, Principal of MEA, stated, 'WCHG is a wonderful partner and has been a champion of our work throughout our journey and our success is built on this vital partnership. We are highly ambitious for the future and WCHG challenges us constantly to make sure we provide a fantastic future for all the children who work with us'.

What our partners say!!



Manchester United Foundation John Shiels



Wythenshawe Community Housing Group was the first agency Manchester United Foundation developed a strategic, working partnership with and to this day it remains strong. What makes our relationship so seamless is that we are both united in our ambition to improve the lives of young people living in Wythenshawe.

Both professionally and personally there is so much we should be proud of and as the last 12 months of work highlights, the partnership is going from strength to strength.

Manchester Health Academy (MHA) was the first school to ever trial our 'Hub of the Community' scheme, which bases a full-time community coach in the school to engage and develop pupils both physically and personally through a series of life skills, sporting and leadership curriculum-based sessions.

Thanks to WCHG funding the Foundation has served MHA since 2009 with projects ranging from Business Enterprise to Girls' Football development. A particular highlight this year was watching some MHA pupils play in the inaugural 'Manchester United Foundation pitch day' at Old Trafford in June.

As well as education, WCHG has been ground-breaking in its dynamic approach to addressing health issues in Wythenshawe. Manchester United Foundation supplies a Health Project Co-ordinator based at the Lifestyle Centre. After recognising higher rates of obesity in the area than the UK average, WCHG funded our healthy eating project, 'Something to Chew On', to be delivered in all primary schools in Wythenshawe. In the last 12 months we have spent 500 hours delivering key messages on eating healthily and physical activity to local children.



Working with an organisation that has the same vision as ourselves is the key to such a successful partnership and the investment in youth is not just restricted to school hours. Our work continues into the night when we operate our Street Reds sessions twice a week, 48 weeks of the year at MHA and Manchester Enterprise Academy.

John Shiels, Chief Executive of Manchester United Foundation said "Looking ahead there is more exciting partnership work to be done in Wythenshawe. As for our lasting legacy, I experience this every time I speak to a young adult - many of whom I've now known since they were a child - and they thank me for the opportunities Manchester United Foundation has given them. That same level of gratitude should be extended to this housing association - without your support we would not have made such an impact on the lives of so many young people in Wythenshawe."



What our partners say!!



Mike Kane Wythenshawe and Sale East MP

There is much to be proud of in Wythenshawe, our area is undergoing a huge transformation, with millions of pounds worth of investment in business, housing, transport and education.

It began with the £24 million revamp of The Forum, home to our library, health centre, leisure centre and learning centre, and the improvements have continued to ripple outwards. Our Metrolink line opened a year ahead of schedule, connecting residents to jobs and opportunities within and beyond Wythenshawe. The newly opened Transport Interchange will I believe have a further transformative effect on the town centre.

Sitting at the heart of all this is WCHG, not just providing houses for people but helping to building strong, thriving communities. In my first year as the Member of Parliament for Wythenshawe & Sale East I have worked closely with the Group, meeting with residents and young people and taking up hundreds of issues on behalf of tenants.

A key part of my role as a politician and also that of the housing group is to build community leadership and capacity. An example of this is the work that WCHG has involved me in with local young people, asking me to meet with a small group at Woodhouse Park Lifestyle Centre to talk about how they can make a difference in their local community. It was great to see the passion these young people had to make their area a better place to live and the support to them being offered by WCHG.

I was pleased at the invitation of the WCHG to add my voice to the Homes for Britain Campaign, ensuring that the housing crisis, affecting not just the residents of Wythenshawe but the whole country, has been firmly put on the political agenda.



Of course one of the major issues for tenants in Wythenshawe has been the impact of the Bedroom Tax. The Bedroom Tax is failing to deliver on its promise to those waiting for social housing - but it's existing tenants who are paying the price for that broken promise. We now know that more tenants across Wythenshawe and Sale East are being charged the bedroom tax than in any other constituency across the country.

We need to address the urgent need for more social housing and WCHG are playing their part, having secured funding with the Homes & Communities Agency (HCA) to deliver almost 500 new houses between 2015-2018 they have a clear driver to keep our work on delivery and achieving tenant satisfaction as high as possible.

Mike Kane said "I look forward to working with the WCHG, tenants and young people in the year ahead to continue to build on Wythenshawe's story of rebirth and success."



What our partners say!!



Greater Manchester Police Chief Inspector Derek Hewitt



Fantastic links have been forged between GMP Wythenshawe and our partners, particularly Wythenshawe Community Housing Group (WCHG). Appropriate sharing of information has proved to be beneficial between both organisations when dealing with emerging issues, local events and initiatives, crime, antisocial behaviour and safeguarding of the vulnerable members of our community.

The locality of the WCHG offices to our Police Station assists with face to face communication between PCSO's, Police Officers and Housing Officers, including specific work stations and IT equipment available for Police in the housing offices. Operational Support Officers at Wythenshawe Police Station have also built an excellent rapport with Housing Officers due to daily phone calls and emails, this ensures all parties are up to date with emerging issues which contributes to an efficient conjoined service.

PCSO's often patrol with Neighbourhood Wardens carrying out partnership working, particularly at the weekends when Operation Synergy runs, this operation concentrates on current antisocial behaviour hotspots and supporting vulnerable people. This is beneficial for residents to witness, as it shows working relationships between Police and the housing association and provides extra reassurance.

WCHG CCTV team provide a great service, helping with identifying vulnerable people, missing people, offenders and providing evidential footage. They can also provide the Police with up to date information regarding incidents that are on-going in the Wythenshawe area, for example a road traffic collision.

During the month of June, GMP ran a burglary event in the Wythenshawe area. This was supported by WCHG who donated security equipment. PCSO's visited residents and carried out crime prevention surveys, advising on home security and personal safety. The initiative worked extremely well and we received many positive comments via social media and the feedback sheets completed on the day.

"Safe spots" is a new initiative which has been launched to help tackle Domestic Abuse in Wythenshawe. Safe Spots are places in the community which have staff available who can sign-post victims of abuse towards services that can help them out of their situation. Women's Aid and Independent Choices have supported this project by training volunteers from local businesses in what services are available and how to access them. WCHG have also had members of staff trained recently and have agreed to fund some external training to support this project.

The project is led by local women from Wythenshawe, some of whom have experienced domestic abuse themselves. They have used their personal experiences to influence and negotiate the set-up of the Safe Spots scheme.

This group of volunteers have come together to try to change attitudes around the abuse and deep seated learned behaviours through generations. It is hoped that having more places to go for advice and help means that there may be a better uptake of services and that victims will have more chance of escaping their abusers safely.

GMP recently ran an operation, called Operation Ingot which targeted a large local crime group across South Manchester, this included addresses in Wythenshawe. These morning raids took place following a four month investigation which focused on criminals who were committing offences across 4 Police Force Areas. The 40 plus crimes included, 'Ram Raids', burglary, vehicle crime and drug supply.

Operation Ingot included a community element which involved community observers, victims, community representatives including WCHG staff members. Our observers attended the briefing of the Police Officers who were executing the warrants and then accompanied some of the strike teams. In total GMP charged nineteen offenders with conspiracy to steal.

Operation Ingot provided residents with confidence that Greater Manchester Police, the Wythenshawe Neighbourhood Policing Team and our partners genuinely care about our victims and will always do our best to identify and tackle offenders.

Chief Inspector Derek Hewitt said "The partnership working between the Police and WCHG has been built up over a number of years and I'm proud of the fact that Wythenshawe is seen as a place of excellence across Manchester when people talk about working in partnership."



what our staff say!!



From the Staff

We recently asked our staff to sum up in a few words what made them Proud to work for WCHG, here's what they said.....

"Making peoples houses their homes"

"Providing for young people through apprenticeships and other groups through the Futures Programme"

"Building new homes"

"Come together as one big team and make Wythenshawe the best place to live and work!"

"Regeneration of the Community"

"Being a Living Wage employer"

"To live and work in Wythenshawe"

"Helping vulnerable tenants to live as independently as possible"

"Have a positive impact on poverty"

"Quick void turnaround to provide homes"

"We are sharing information better than ever, working together and breaking down silos through what we do everyday"

"Investment in food banks and Real Food"

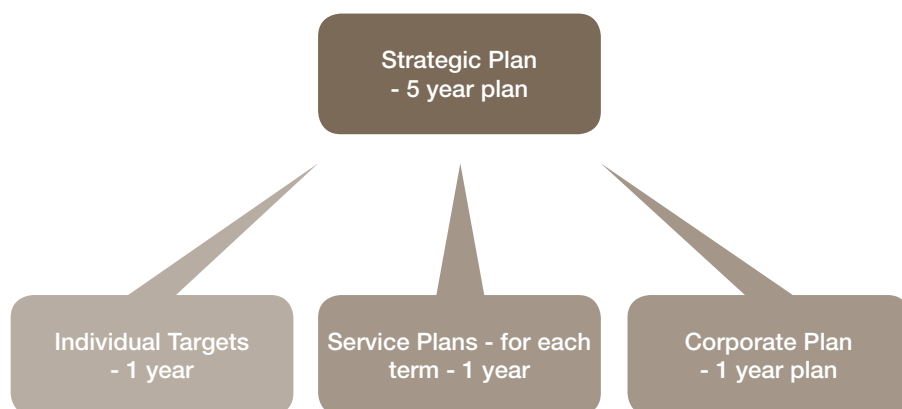


Decision Making

The Group's Strategic Plan is developed and agreed after extensive consultation with our tenants, staff, which in turn links to the annual Service Plans. The annual Service Plans document each service area's targets for the year in delivering service improvements, whilst demonstrating VFM.

A summary of the 'golden thread' process is as right:

The above golden thread is supported by the Group's approach to performance management ensuring its delivery and integrity.



Customer satisfaction feedback is analysed to ensure we can further develop our services to our tenants. The Group regularly carries out tenant satisfaction surveys; during early 2014/2015 we commissioned STAR – summarised results are as below:

Scheme	2014	2012	% change
Overall satisfaction with services provided by landlord	86%	91%	-5%
Satisfaction with overall quality of home	86%	88%	-2%
Satisfaction with area as place to live	84%	84%	0%
Satisfaction that rent provides value for money	81%	89%	-8%
Satisfaction with the way the landlord deals with repairs & maintenance	82%	81%	+1%
Satisfaction that the landlord listens to tenant views & acts upon them	77%	83%	-6%

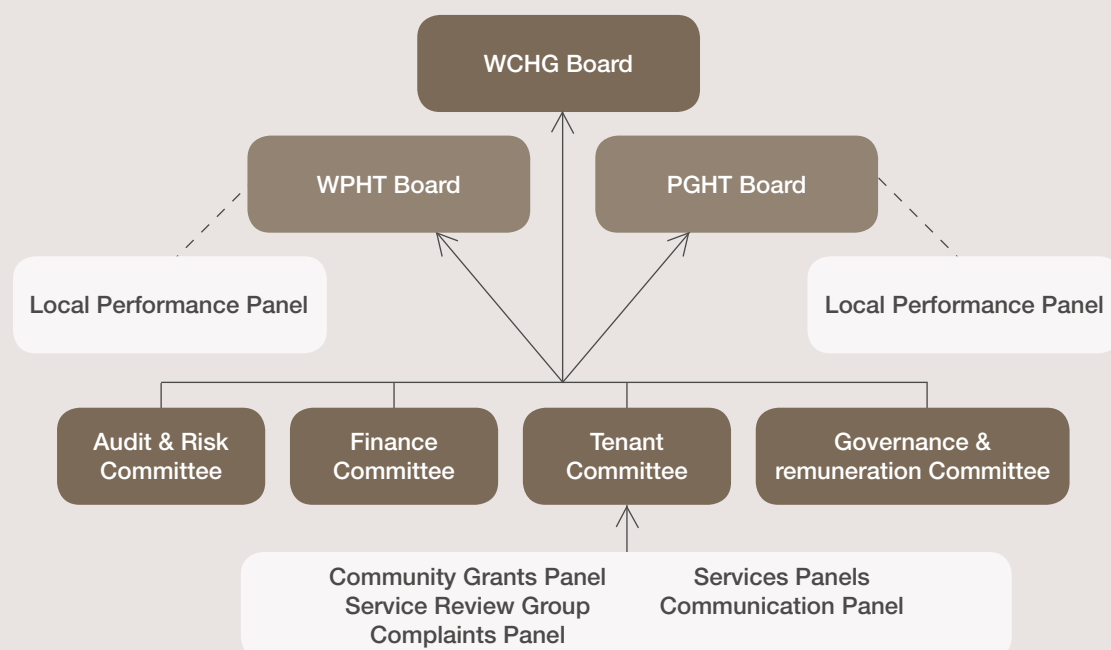
There have been considerable changes to the economic climate for our tenants since the 2012 survey. The Government's welfare reform agenda commenced which impacted tenants through the bedroom tax and Universal Credit. Inflation, especially fuel has hit tenants whilst salaries have remained static. The Group's 2014 results were further analysed identifying age being the main factor - the younger demographic sampled led to lower scores in all indicators. The above results have led to a STAR Action Plan which has been used to further develop the Group's Corporate Plan and Service Plans for 2015/2016, which includes the development of a Youth Forum for Wythenshawe engaging young people locally.

Governance Structure

Tenant Service Panels and the Tenant Committee are consulted with and extensively involved in the decision making process.

The Group Leadership Team (GLT) reviews and appraises all new initiatives against the Group's objectives.

The Board has ultimate responsibility for decision making and takes a lead role in challenging how the VFM Strategy is delivered. The Group is currently in the initial stages of a Governance Review to ensure it remains effectively placed to meet the requirements of the revised Regulatory Framework.



Governance & Tenant Involvement

WCHG is responsible for ensuring that its business is governed in accordance with the law and is fully compliant with the National Housing Federation Excellence in Governance, ensuring public money is safeguarded and properly accounted for, and used economically, efficiently and effectively. WCHG is governed by its Board whom ensures continuous improvement in all of the Groups functions is exercised having full regard to the three E's Economy, Efficiency, Effectiveness and management of risk.

The Tenant Committee is a formal part of the Group's governance structure and is responsible for ensuring VFM decisions are taken in the best interests of tenants, securing the expected levels of quality, cost and range of service delivery. The Committee provides a means for tenants to hold the Group accountable for the services delivered. The Committee receives management reports related to the delivery of all customer services, including all service delivery and performance management information, as well as any proposed policy development and major project work.

This Committee has the power to trigger further investigative work where there are concerns about the quality and value for money being provided through current service delivery. The Tenant Committee report to the Group Board on a regular basis, and approves all policy and strategy changes for the Group. For example the Committee have recently made recommended changes to a proposed Customer Incentive Scheme.

The Service Review Group and the 5 Service Panels support the Tenant Committee by carrying out this scrutiny role. WCHG's governance framework comprises of systems and processes, which controls the Group's direction, activities and how it engages with the community. The Group Board monitors the achievement of its strategic objectives and considers whether those objectives have led to the delivery of appropriate, cost effective services.

The Group would like to pay special thanks to the retirees of the Group Board and Subsidiary Boards. These were:-

Group Board

Joe Leigh - Left June 2015

Wyn Casey - Left June 2015 (also on Parkway Green Board)

David Teale - Left June 2015 (also on Parkway Green Board)

Dennis Finnegan - Left September 2014 (also on Willow Park Board)

Willow Park Board

Graham Loose - Left September 2014

Cy Powell - Left July 2014

Jack Carney - Left December 2014

Parkway Green Board

Stelios Coutsavlis – Left June 2015

Meet the Group Board



CLLR EDDY NEWMAN
Chair of the WCHG Board



CLLR PAUL ANDREWS
Vice Chair of the WCHG Board



DAVE CHORLTON
Vice Chair of the WCHG Board



CLLR FRAN SHONE
Board Member



BERNADETTE HEANUE
Board member



MARTIN OLDFIELD
Board member



CLARE FLYNN
Board member



RIGHT REVEREND
DAVID WALKER
Board member



MARK WIGGINS
Board member

Joined
July
2015



ROB WAKEFIELD
Board member

Joined
July
2015



STEVE THOMPSON
Board member

Joined
July
2015



SUE MORRIS
Board member

Joined
Sept
2014

WCHG Accounts

Income and Expenditure Account

For the year ended 31st March 2015

	£'000
Turnover	60,695
Operating costs	<u>-48,176</u>
Operating surplus	12,519
Surplus on sale of fixed assets-housing properties	1,227
Interest receivable and other income	83
Interest payable and similar charges	<u>-5,220</u>
Surplus for the financial year	8,609

Balance Sheet

As at 31st March 2015

	£'000	
Intangible fixed assets		27
Tangible fixed assets		
Housing properties	314,238	
Other tangible fixed assets	<u>11,431</u>	
Total fixed assets		325,696
Current assets		
Stock	265	
Debtors	5,175	
Cash at bank in hand	27,506	
Total current assets	<u>32,946</u>	
Creditors: Amounts falling due within one year	<u>(10,219)</u>	
Net liabilities		(22,727)
Total assets less current liabilities		348,423
Creditors: Amounts falling due after more than one year	126,855	
Net pension liability	<u>24,414</u>	
Total Long term creditors		151,269
Capital and reserves		
Revenue reserve	15,667	
Revaluation reserve	177,920	
Regeneration reserve	<u>3,567</u>	
		348,423

The Group made a surplus of £8.6m for the year 2014 / 2015 which was transferred to reserves. The Group also invested £5.3m in the existing stock and a further £7.1m in new stock, supported by grants of £3.6m.

Performance Management and Value for Money

The performance of the Group (WCHG) and its Subsidiary organisations (WPHT and PGHT) is monitored by the Group Board, the Subsidiary Boards, the Audit & Risk Committee and the Tenant Committee.

In the Group's Strategic Plan a specific separate VFM objective is included for each service area to ensure VFM is embedded throughout the Group across all business areas.

The Group's Appraisal Framework has a clear VFM competency (demonstrating efficiency and effectiveness) which every member of staff is measured against. Managers have received training in the application of the framework and every member of staff has in place performance targets which are monitored through the monthly one-to-ones and appraisal reviews.

The Group complies with the HCA's VFM Standard and has demonstrated this within the Group's 2015 VFM Self-Assessment which is available on the Group website www.wchg.org.uk

The Group has during the year ended 31 March 2015 delivered VFM savings of £3.8 million, which can be split between £0.4 million relating to the Group structure (in line with the target set) and £3.4 million relating to additional VFM savings against a VFM target of £1.2 million (set out in the 2014 VFM Self-Assessment).

The Group has also identified an additional £2.6 million for 2015/2016, which can be split between £0.5 million of new Group efficiency savings and £2.1 million of other VFM gains.

The Group, in partnership with others, has delivered social value of £13.1m from an investment of £2.1m.

Costs and performance are benchmarked across the sector through a range of sources to allow clear comparisons and to drive improvement. Managers and budget holders utilise this data to support decision making when reviewing services and budgets.

Value for Money

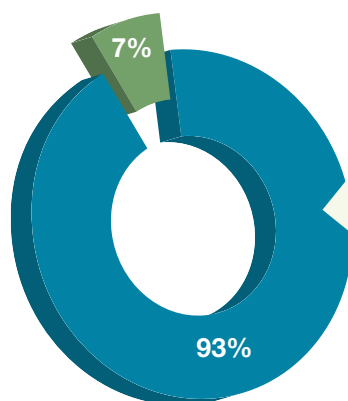
WCHG is committed to delivering VFM, as VFM underpins the delivery of the Group's Vision and Objectives. The Group's VFM Strategy was developed and approved by the Group and Subsidiary Boards in May 2014, and reviewed in May 2015; it can be accessed on the Group's website.

How the Group receives its funds:

The Group receives the majority of its income from rental turnover, whilst supported by Right to Buy sales proceeds, revenue grants and loan funding. Income for 2014/2015 was split as below:

Income 2015

- Other Income
- Rental Income



- **£58.9m** (93.2%) Rental income;
- **£2.4m** (3.8%) Right to Buy proceeds;
- **£0.6m** (1.0%) Revenue Grant income;
- **£0.1m** (0.1%) Other income including interest receivable;
- **£1.2m** (1.9%) Non-social housing income
- **£63.2m Total**

Board Indicators Description	Direction of Travel	Target 2014/2015	Actual Performance 2014/2015	Actual Performance 2013/2014
% of current rent collection	↑	100%	99.34%	98%
% of former tenant rent collection	↓	30%	17.65%	35%
% of current rent arrears	↓	5.39%	5.06%	5.0%
Property Turnover Percentage	↑	6.0%	5.67%	6.1%
Total average void turnaround time for properties let in the month (calendar days)	↑	20.25 days	19.99 days	22.3 days
% of calls - first time fix	↑	90%	89.17%	88%
Satisfaction with contact centre	↑	98%	98.14%	98%
Sickness absence	↓	3.25%	3.54%	3.4%
% of properties having a gas safety inspection within the last twelve months.	↑	100%	100.00%	99.99%
% of Emergency and Appointable Repairs completed within the target time	↓	99.9%	99.83%	99.9%
% of repairs completed on the first visit	↓	98%	98.93%	99%
% of customers satisfied with repairs	↑	96%	96.30%	96%

Direction of travel key:

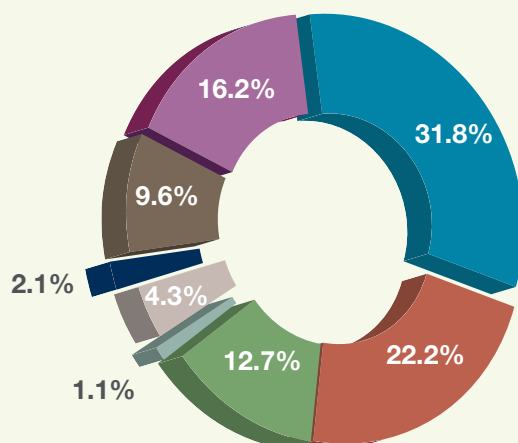
- colour measures actual performance against the target;
- direction of travel measures performance movement between 2013/2014 and 2014/2015.

Targets are set in line with objectives, the level of performance that our tenants require and that can be delivered within budget.

How the Group's funds are spent:

For the year ended 31 March 2015, the above income resources were used to fund the following operational spend:

All costs are benchmarked across the sector through a range of sources in order that a clear comparison of operating costs is achieved and variances understood. This is utilised during budget setting so that the opportunity costs of decisions are understood and acted upon.



Expenditure 2015

- Management & Services **£17.3m**
- Routine & Planned Maintenance **£12.1m**
- Investment in Stock **£6.9m**
- Bad debts **£0.6m**
- Other including Regeneration **£2.4m**
- Cost of sales **£1.2m**
- Interest payable **£0.5m**
- Purchase and development of new properties **£8.8m**
- £54.5m total**

Key Achievements

We look back on the past two years with pride, the targets for establishing the Group have been met and work on efficiencies are demonstrating earlier returns than envisaged.

The work of the Group across Wythenshawe has developed robust, effective partnerships that are making a difference to the Wythenshawe community. We have strong links with the College, Airport, Schools,

Academies, Employers and third sector groups, many of which have highlighted what they are proud of earlier in this report. Wythenshawe is a unique part of Manchester and the opportunity to pilot new approaches is something we welcome.

Here we look back at just a few of our Key Achievements during our second year.



We achieved Investors in People Gold status



Wythenshawe Community Housing Group was delighted to announce they were awarded the prestigious 'Investors in People Gold' accreditation.



The Group was immensely proud to receive this accreditation in December 2014 which is a fitting tribute to all the hard work of colleagues.

The 'Gold Award' is the pinnacle of Investors in People accreditation and successful companies must demonstrate values and objectives are cascaded throughout the organisation.

The award is a credit to all employees across the Group driving change for the benefit of all our stakeholders, employees, customers and suppliers.

'Investors in People' makes people management excellence count. They exist to help businesses realise the potential of their people, improve standards and gain the accreditation to prove it. The accolade is the highest national standard that recognises good practice in engaging, developing and involving an organisation's employees.

Achieving the 'Gold standard is recognition of WCHG's commitment to staff and their desire to give even better services to their tenants and residents.

IIP Assessor Carol Davidson said, "Gaining Investors in People makes a statement about the kind of organisation WCHG is and the way in which it operates and the values that drive the organisation.

Customer Service Excellence



Wythenshawe Community Housing Group was proud to announce they gained further compliance plus marks of distinction in their recent assessment with the prestigious Customer Service Excellence Accreditation for the services they deliver to tenants.

CUSTOMER
SERVICE
EXCELLENCE

The compliance marks were awarded to the Royal Horticultural Societies (RHS) 'Taste of Wythenshawe Garden' built for the RHS Tatton Show. This garden celebrates the success of community health and welfare programmes and was designed and built by students from Reaseheath College in Cheshire and WCHG

Turnaround team whom are ex-offenders. The garden went on to win Gold at the show and was brought back to Wythenshawe Park leaving a lasting legacy for the community.

The accreditation challenges organisations to know their tenants better, to identify diverse groups, understand their needs and engage with them in a way that demonstrates they are serious about delivering a high standard and calibre of services tailored around tenants needs.

In order to achieve this standard the Group had to be successfully assessed against in 57 separate elements on how its services are delivered to tenants. WCHG attained these standards and was given the compliance plus elements in;

- Their corporate commitment to putting the customer at the heart of service delivery and leaders support this and advocate for customers
- WCHG demonstrates commitment to customer focused services through recruitment, training and development policies for staff
- WCHG demonstrates how customer facing staffs' insight and experience is incorporated into internal processes, policy development and service planning
- WCHG interact within the wider communities and demonstrate the ways they support those communities.



Wythenshawe Community Housing Group achieved Fair Train Gold Standard



We were delighted to be accredited with the Fair Train Gold Standard, the highest level it awards for the work it does to offer work experience and help people find work.

Fair Train highlighted a number of areas of best practice which were shared nationally with other employers looking to enrich their work experience offer.

The two programmes accredited were the School Work Experience Programme for 15 and 16 year olds and the Futures Programme which offers placements to local people deemed in need of the most help to find employment.

Since 2011 WCHG has had over 140 students take part in their School Work Experience Programme and offered 34 placements to local students in Wythenshawe so far this year.

The Futures Programme has also been a great success with 54 placements for local people who are considered furthest from employment having taken place since 2011. From these 74% have found sustained work as a result - 13% with WCHG and 87% are with other employers.



Wythenshawe's Resilience

Whilst this report is a reflection on our second full year of operation 2014/15, it's very difficult not to reflect on the events that have taken place since and their consequences for our community and the work of WCHG.

Since the general election there was increasing debate about the need to tackle the housing crisis, but no one envisaged the actions of the Chancellor in his budget, that set out how the government would make housing associations reduce their rents each year for 4 years by 1%. This will mean in simple terms £20 million that Wythenshawe will not have in its income to invest in its services. We are working to ensure that as much of our work as possible can be safeguarded and the provision of new homes is maintained.

The host of other welfare reforms and cuts in budget will mean for many of tenants increasing hardship, it's very important that tenants talk to us as soon as possible if they get into debt difficulties to ensure their home is not put at risk. The best opportunity for households to lift themselves out of welfare challenges is to find employment and we will continue with our partners locally to assist wherever we can tenants enhance their skills and find pathways to employment.

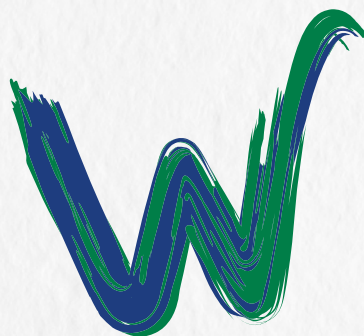
The role of WCHG is primarily a housing business but we are clear that the management of our neighbourhood is a crucial aspect of ensuring that 'the place' which is Wythenshawe remains a vibrant and attractive place to live. The introduction of the Metrolink and announcements about expansion of the airport, and development of Airport City Enterprise

Zone are strong features in the growth of property values in the area. We will strive to help members of the community have access to different home ownership models, through shared ownership and sale properties. We have seen the growth of 'Right to Buy' in the area and the government is keen to expand this in coming years. We will do all we can to support people in this and importantly look at how we can replace houses sold with new rented ones to meet the demand locally.

As a housing trust that's very much rooted in the community we will work closely with our tenants and partners to help keep Wythenshawe the place we can all have pride in and have a range of service offers that meet local needs.

Nigel Wilson
Group Chief Executive





Wythenshawe

Community Housing Group

Contact Us

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e: customerenquiries@wchg.org.uk

w: www.wchg.org.uk

t: 0800 633 5500

FREE FROM A LANDLINE

t: 0300 111 0000

LOCAL RATE FROM A MOBILE

(if not included in free bundle minutes)

Parkway Green

Parkway Green House
460 Palatine Road, Northenden M22 4DJ

Willow Park

Wythenshawe House,
8 Poundswick Lane, Wythenshawe, Manchester M22 9TA