

# We are Wythenshawe

## 2017/18



# Annual Report



WCHG continues to grow from strength to strength delivering our vision of:

*“Communities where people choose to live and work, having pride in their homes and services and putting tenants at the heart of everything we do.”*

We are responsible for almost 14,000 properties providing homes to over 20,000 people and provide employment for over 560 people.

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This year's annual report will spotlight the past year's successes which include WCHG being awarded the prestigious 'Investors in People' Platinum accreditation, which places us in the elite 0.5% top employers globally. We continue to adapt to the changing operating environment ensuring our services are fit for purpose and tailored around our customer's needs. This report will showcase our impressive development programme which will see 836 new homes built for the Wythenshawe community, with an investment of over £100m. It will also highlight the range of employment initiatives supporting local people back into work and our varied support mechanisms providing the building blocks to ensure Wythenshawe remains the vibrant community it is now and into the future leaving a lasting legacy for the area. This report will also demonstrate how we place social value at the heart of the business in everything we do.



**Nigel Wilson**  
Group Chief Executive

# Welcome to

## Wythenshawe Community Housing Group's (WCHG) Annual Report for 2017/2018

The Bishop of Manchester, **The Right Reverend Dr David Walker** said,

"Once again I'm delighted to be able to celebrate a year of great achievements for Wythenshawe Community Housing Group. It has been an award winning year both for some of our key pieces of work – not least Village 135 – and for our people. The plaudits we get from outside judges only add to my perception, after many years of working as a volunteer with housing associations, that WCHG's combination of high quality services and deep involvement with the community is close to unparalleled.

We continue to develop a wider range of homes to meet the needs of the people of Wythenshawe alongside taking a full part in the life of the community. We're also doing our best to keep on top of the challenges that come our way from outside. In the light of the tragedy at Grenfell Tower in London, we have made strenuous efforts in recent months to ensure that our high rise accommodation meets stringent fire safety requirements. We will also be monitoring closely the impact of the further rollout of Universal Credit on our tenants and residents in Wythenshawe."

No-one can accurately predict the future but our ability to respond flexibly and with clear sense of purpose will help the Group enhance its mission through its organisational values.

The delivery of our vision for the business is what underpins all our work, we will continue to put residents at the heart of our business and everything we do.

This report will highlight the progress of the Group mapped against three key themes, #We Build, #We Work and #We Invest. We will demonstrate how we continue to improve and streamline our services providing a bespoke, tailored approach in our delivery of services, firmly placing our customers at the heart of everything we do, supported by the Group's delivery of the annual Corporate Plan and Service Plans.

Our 5 year Strategic Plan sets out our journey to 2020, it can be accessed through the hyperlink below:

[www.wchg.org.uk/wchg-strategic-plan](http://www.wchg.org.uk/wchg-strategic-plan)

This report will also focus on Value for Money, performance and our annual accounts.

The Board will continue to find ways of delivering excellent community services for the benefit of the people of Wythenshawe and they would like to extend a big thank you to all our residents, employees and partners for their contribution throughout the past year.



**The Bishop of Manchester, The Right Reverend Dr David Walker, Group Chair of the Board**

# We build



Originally built as a garden city suburb for the people of Manchester, Wythenshawe is one of the greenest areas of the city, with the historic Wythenshawe Hall and fantastic Park at its heart. Wythenshawe has seen significant investment within its infrastructure with the £1bn development of Airport City and the Metrolink, making the Wythenshawe area a desirable place to be with the demand for new homes on the increase.

WCHG is a responsible housing provider, we are committed to tackling the national housing crisis by delivering one of the largest development programmes of new homes by registered providers

in the Manchester area, set to create 836 new homes with an investment of over £100m. These much needed homes will offer a varied tenure such as outright sales, shared ownership and affordable rent leaving a lasting sustainable legacy for the Wythenshawe community.

54 **Outright sales**

39 **Rent to buy**

244 **Shared ownership**

451 **Affordable rent**

48 **Market rent**





We are much more than just a housing provider, we help the local community by supporting them back into work, via a number of employment initiatives and impressive apprenticeship training programme. We support our residents affected by Welfare Reform and Universal Credit so that they can maintain their tenancies well into the future.

WCHG is one of the main housing providers in Manchester offering quality and affordable homes with Customer Service Excellence being the cornerstone for the delivery of services to residents across Wythenshawe.

As we embed our ongoing development programme, we recognise we will need to look within and beyond our geographic boundaries to meet housing demand locally.

The Board will consider opportunities that fit with our vision and values, and appraise schemes against specific criteria. Key to this criteria will be viability, affordability, the protection of our existing assets for the sustainability of our communities.

These new affordable, quality homes are much more than just bricks and mortar, they will provide the building blocks to leaving a sustainable legacy for the Wythenshawe community. Wythenshawe property prices have continued to increase in value due to significant local investment such as Airport City, Wythenshawe Hospital and Amazon making the M22 and M23 postcode a very desirable place to live and work.

Our impressive development programme will provide hundreds of new homes and will support those most in need and those who would not otherwise be able to afford their own home. We continue to heavily invest in our existing properties ensuring all our residents live in modern, safe and high quality homes.



## Social Impact of Village 135

To understand how moving into Village 135 impacted the wellbeing of the residents, we carried out a survey in the initial assessment with residents and then repeated the survey a few months later.

To date we've carried out both the initial and follow up surveys with 61 residents.

- The proportion of residents recording a 'high wellbeing' score increased from 39% to 52%
- The proportion of residents recording a 'moderate wellbeing' score decreased from 43% to 38%
- The proportion of residents recording a 'low wellbeing' score decreased from 18% to 10%

### 2018 Awards - Village 135

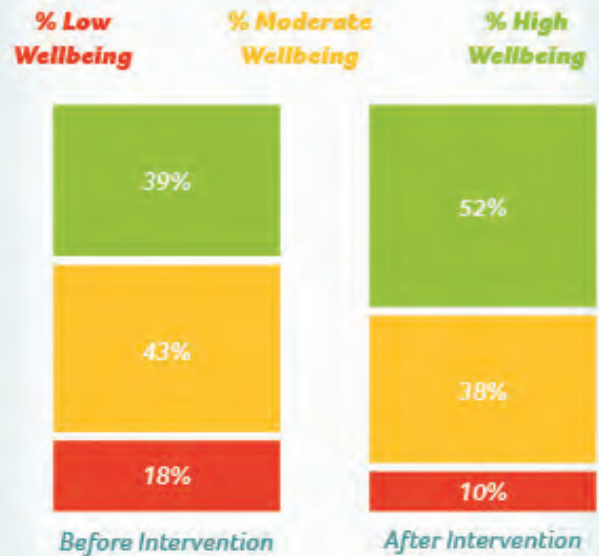
**Winner:** Pinder healthcare design awards for 'Best independent living scheme'

**Winner:** Northern Housing Awards for 'Best Supported/Sheltered Housing Scheme of the Year'



**30%** of residents reported an increase in being interested in new things

### Proportion of clients in each group before and after intervention



More than half of residents feel less pain than they did before moving in

More than half of residents no longer fear falling at home

**41%** of residents are engaging in more community activity



# work

## Apprenticeships

**WCHG is proud to be carrying the torch for apprenticeships after scooping the 'Apprenticeship Employer of the Year award', from The Skills Company which is part of the Manchester Growth Company. We have recruited 38 construction apprentices with 15 being successful in securing fulltime employment upon completion of their apprenticeship with 7 being retained within the Group.**

WCHG's young Apprenticeship programme offers the opportunity to learn and gain the skills to enter employment and to raise the aspirations of local young people. We provide young recruits the springboard into a career within their chosen trade area, whether that be with WCHG or the wider construction sector.

The programme offers the opportunity to learn and gain the skills to enter employment and to raise the aspirations of local young people. We welcomed six new apprentices to the Group in January 2017, from almost 60 applicants.

**Apprentice Jude Cronshaw** said, "I first got involved with WCHG through the Evolution project, it showed me I was going down the wrong path for myself and my family. Through this I found out about the apprenticeships at WCHG and thought this would be a great opportunity for me, I'm delighted to now be working for WCHG and I am looking forward to the future."



# Motiv8

Motiv8 is a Greater Manchester programme to help people get back on track and in February 2018 celebrated one year of success.

The project was set up thanks to £9.7m funding from the European Social Fund (2014-2020) and the National Lottery, through the Big Lottery Fund, to help people aged 25 plus overcome multiple barriers preventing them from engaging with training, job search and employment opportunities.

Since the programme went live in January 2017, Motiv8 has received more than 1,900 referrals from around Greater Manchester and achieved 800 positive outcomes for clients.

Over three years Motiv8 aims to support nearly 4,000 people to overcome multiple, complex needs and move them closer to training and work.

When Eric, aged 31, was referred to Motiv8 he was drinking heavily, suicidal at times and sometimes homeless. He said, "Motiv8 has made such a huge difference to my life. I was in a state, a complete mess. My keyworker made me feel like a person again and not just some homeless drunk to be ignored on the street. I can't thank the Motiv8 team enough for their support. They put me in touch with a network of organisations I didn't even know existed. These people have all given me strength, hope and confidence for the future."

Motiv8 offers a personalised approach to helping clients identify their barriers and devise a tailored action plan that is specific to their needs. Motiv8 works with a wide variety of people, including those who are homeless, long-term unemployed, living with mental or physical disabilities and health conditions, drug and alcohol dependent or are experiencing other complex needs.

New Charter Group is leading the Motiv8 programme with support from four other Manchester Athena housing providers – Stockport Homes, ForViva, WCHG and Bolton at Home.

**Ian Munro, Former Chair of Manchester Athena and Chief Executive of New Charter Group** said:

"This programme works with some of the most vulnerable people in society and tackles the barriers that prevent those furthest away from the labour market to take steps towards improving their lives. It is rewarding to hear how, with a bit of support, people can change their lives and start to look forward to the future."

Motiv8 also works with a wide range of specialist partners to access support from education and training, health and wellbeing services, financial programmes and many others to help build confidence, self-esteem and to get people back on the right track. These partners include Shelter, Home-Start, Migrants Support, LGBT Foundation, Wai Yin Society, Challenge 4 Change and One Manchester.

You can view Eric's story and other inspiring stories at [www.motiv8mcr.org/success-stories](http://www.motiv8mcr.org/success-stories).

83

people progressed into education or training



45

people benefited from work experience placements

43

people completed an internship







**WCHG is the lead partner for Motiv8 across Manchester. Within that area over the last year 30 individuals gained employment, 5 were actively seeking work and 83 progressed into education or training.**

A total of 248 people have started receiving support from the team.

- **122 have improved their financial and employment skills, improving their confidence and ability to access work**
- **101 have improved their health and wellbeing leading to better employability**
- **35 have gained self confidence and improved their self development leading to better employability**
- **Financial gains of more than £38,000 were made for 30 participants following debt advice**

## Wythenshawe Enterprise Centre

The Wythenshawe Enterprise Centre provides affordable 'all-inclusive' rentable office space to new and existing businesses alongside offering business advice and support to local people in Wythenshawe.

The centre opened in 2011 as the next exciting phase of the Group's award-winning Enterprise Support Project. Highly commended nationally and the 2010 regional winner of the North-West Enterprising Britain competition, also runner-up in the 2012 Regeneration and Renewal Awards, the project has helped over 220 businesses to start in Wythenshawe since it began in 2005.

The initiative has had a massive impact in changing the lives of people within the local area with 59% of businesses set-up by people previously unemployed, which has created over 285 jobs and assisted in the development of the local economy.

The centre also provides training courses, rentable meeting/training room facilities and networking opportunities with an on-site Business Advisor providing free professional advice and support to office tenants and local residents.

Its vision is to be a healthy, fair, entrepreneurial space where people of Wythenshawe benefit from the employment opportunities created by businesses based at the Centre.

Its success is dependent on private, public and third sector organisations working in partnership alongside active communities of Wythenshawe for their mutual benefit.

To help achieve this, a new social value charter has been launched outlining how everyone involved in the Centre can contribute to the vision. The charter encourages:

- **Creating employment, training and work experience opportunities for Wythenshawe residents**
- **Paying the Living Wage**
- **Actively participating in reducing the environmental impact of the Centre**
- **Increasing use of local suppliers**
- **Supporting healthy living initiatives**
- **Volunteering and fundraising to support local charities, schools and community groups**

### Employment opportunities

WCHG offers a wide range of employment initiatives to support local people back into employment offering training, providing a recruitment service for local employers, work placements and apprenticeships.

In 2017/18 we supported 165 people into work and 396 into training which resulted in 89 people ceasing to claim benefits. Since 2013 we have supported 921 local people into employment with 2,348 benefiting from training and 351 people ceasing to claim benefits.

# We invest



## Investors In People Platinum

**In November 2017, WCHG was enormously proud to be awarded the prestigious 'Investors in People' Platinum Status, demonstrating a commitment to high performance through good people management.**

We are in excellent company with only 0.5% of companies across 75 countries globally being accredited at this level.

WCHG join an elite group of world class organisations covering all sectors globally across 75 countries. We are proud to be the very first Housing Association in the North West of England to achieve this prestigious accreditation. It is an honour to be recognised and accredited at this level for our exemplary approach to developing, supporting and leading people effectively to achieve sustainable results.





Investors in People is the international standard for people management, defining what it takes to lead, support and manage people effectively. Underpinning the Standard is the Investors in People framework, reflecting the latest workplace trends, essential skills and effective structures required to outperform in any industry. Platinum is the highest level of Investors in People that an organisation can achieve.

The internationally-recognised accreditation was achieved after receiving online feedback from the 560 employees followed by interviews, all measuring performance against the nine indicators of the Investors in People Standard.



**Paul Devoy, Head of Investors in People,** said; "We'd like to congratulate Wythenshawe Community Housing Group (WCHG), Investors in People accreditation is the sign of a great employer, an outperforming place to work and a clear commitment to success. WCHG should be extremely proud of their achievement."



**Steve Burrows, Managing Director of Investors in People North of England**, said; "This is a fantastic achievement for Wythenshawe Community Housing Group (WCHG) and I would like to congratulate all of the team. We believe that your people make the difference and by investing in them you are looking to create sustainable success. IIP is designed to help organisations and their people to realise potential, providing a simple road map for excellence. With their fantastic Platinum accreditation, WCHG is certainly working to realise their people potential."

The award of IIP Platinum came after an assessment in September 2017 following WCHG receiving Gold status in 2014.



The Group is an accredited Living Wage Employer, helping to ensure that people in work can afford the cost of living.

In addition to ensuring that we pay all directly-employed colleagues the Living Wage, we are also raising awareness with both existing and potential suppliers and contractors through our procurement process.



# Wythenshawe Games

The Wythenshawe Games is a 5-day Community Sports Festival that takes place in and around Wythenshawe Park every July.

Now in its 7th Year it attracts people from all over Manchester and the 2017 event saw the highest number of people register for sports activities since it launched in 2012 as part of the Olympic legacy and over 18,000 people took part in a whole variety of different activities and sports.

Over 5,500 children engaged in activities in the Under 5's tent over the course of the event and over 600 young people participated in Youthtopia – a range of activities delivered by the WCHG youth team to engage young people and get them involved in projects after the games ranging from physical activity to advice and guidance sessions.



The games also saw over 550 hours donated by volunteers from WCHG, Real Neighbours and Wythenshawe Timebank.

Every year the games continue to grow with each day 'themed' around different sports and activities for all the family.

**Former Lord Mayor of Manchester, Councillor Eddy Newman** said, "The Wythenshawe Games is an institution and it makes Wythenshawe truly unique. I was delighted to attend and it was great to see so many people enjoying themselves in the fantastic surroundings of Wythenshawe Park."

As part of the 'This Girl Can Day', the event was attended by special guest **Great Britain Athletics star & World and European Medallist Jenny Meadows**, who said, "The Wythenshawe Games is an amazing journey for the local community and I was proud to support the games this year, especially This Girl Can Do campaign".

The Wythenshawe Games is a partnership between WCHG, Manchester City Council, Wythenshawe Forum and Pride Sports.

For more information about the Wythenshawe Games please go to [www.wythenshawegames.org.uk](http://www.wythenshawegames.org.uk)



**2,655**

women and girls participated in 'This Girl Can' day

over **2,000**

people attended 'Sports for all' day; for disabled and non-disabled people to participate in inclusive sports

**79**

people awarded Personal Best medals

over **550** hours volunteered

**119**

participants in a 10km cross country run



# Volunteering 4 Wythenshawe (V4W)

**Our employee volunteering programme V4W enables and supports colleagues to get involved in volunteering not only to help benefit the Wythenshawe community but to provide colleagues with the opportunity to develop their skills.**

Volunteering is proven to increase health and wellbeing and WCHG is committed to ensuring all colleagues have an option to get involved.

The programme was launched in the summer of 2015 when WCHG made a commitment that all colleagues could volunteer up to 14 hours per year to help support the local community.

Since then colleagues have got involved in a whole range of different projects including;

- The Wythenshawe Games
- Community Centre Fun Days
- Supporting local schools
- Taking on trustee and governor roles
- Manchester PRIDE
- Real Food Wythenshawe
- Bulb Planting around Wythenshawe
- Great Get Together events in memory of Jo Cox MP
- Preserving and planting flowers and plants left in tribute to the victims of the Manchester Arena attack



# 121

colleagues volunteered to support the local community

# 929

hours volunteered





**487**  
local residents  
volunteered to  
support the local  
community

## Community Volunteering

**There is a fantastic community spirit in Wythenshawe and local volunteers help to support many of the different community activities that take place across the area.**

From Real Food to involvement activities, Youth services to Community Centres, even the Grand Day Out at Wythenshawe Forum every Wednesday.

Volunteers receive support back in return for the hours they spend helping others through the 'Wythenshawe Timebank' programme which was launched in 2016.

Timebanking is a way for people to come together to help others and help themselves at the same time. In a Timebank you earn time credits by giving practical help and support to others. One hour of service given, earns you one credit. You can then exchange that credit for an hour of something that you need.

**21,429**  
hours  
volunteered



## Case Study

*"I joined the Timebank this year and I haven't looked back since. I've been involved in the Wythenshawe Games, Manchester Pride and met lots of new people and been able to develop my skills. I think the Timebank is a fantastic initiative to be involved in as it gives people a chance to give something back to the Wythenshawe community"*

**Scott Hall**





**WCHG supports schools in the area, by offering apprenticeships and work experience opportunities for young people who live in Wythenshawe. 26 young people from high schools in the area completed a work experience placement in the business last year.**

WCHG also has a large youth team that has worked at Newall Green High School delivering parts of the PSHE curriculum. This has supported 220 young people understand more about their health and wellbeing and preparing for life after they finish school. Working with Manchester Health Academy (MHA), a Peer Mentoring programme was delivered working with 24 year 11 students being trained as mentors to support younger students who are struggling to cope with school. In addition, 12 Looked After Children were identified at MHA and the Group delivered peer support sessions and helped them understand their rights.







# Manchester Enterprise Academy (MEA)

**WCHG is proud to be one of the key partners of the MEA and provides £1,000 bursaries to help students adjust to the pressures of the first year of studying at University.**

This amazing investment helps to remove many of the barriers which prevent students committing to University as a destination and this bursary alone has meant that over 20 students, all first time undergraduates within their families, have made a successful transition to higher education.

*"The MEA is doing fantastic work in Wythenshawe and I'm delighted the Group can support these students on their journey into higher education."*

**Susan Richardson, Executive Director Resources, Local Governor at MEA**



In August 2017, Chair of the WCHG Board, Bishop of Manchester, The Right Reverend Dr David Walker visited the MEA to meet students who will benefit from the bursary donation from WCHG.

The effective use of these bursaries will leave a lasting legacy for the residents and the community of Wythenshawe.





**The Bishop of Manchester** said, "WCHG's commitment to supporting the youth of Wythenshawe is an investment in the future of the community and the MEA are doing a fantastic job to support young people to both hold and reach their ambitions. I was delighted to meet the students and hear first-hand the difference these bursaries will make to their lives. Education really matters to the life chances of young people growing up in Wythenshawe and here we will do what we can to help support this."

**James Eldon, Former Principal of the Manchester Enterprise Academy** said, "I would personally like to thank Bishop David as Chair of the WCHG Board for all the support MEA is given by Wythenshawe Community Housing Group. It's been another fantastic year for the MEA and we are looking forward to opening our new building, new school and the start of the new term. It's critical we continue to work hard together with WCHG to support the continued development of Wythenshawe."

**Susan Richardson, Local Governor at MEA** said, "The MEA is doing fantastic work in Wythenshawe and I'm delighted the Group can support these students on their journey into higher education. Our vision is to create a community where people choose to live and work and through our partnership work with the MEA it helps us achieve that. Congratulations to all the students and best of luck for the future."

*"WCHG's commitment to supporting the youth of Wythenshawe is an investment in the future of the community"*

**The Right Reverend Dr David Walker**  
Chair of the WCHG Board, Bishop of Manchester



# Community Centres

WCHG supports a number of community centres that are located in the heart of our communities and feed into the Our Manchester Strategy.

These include

- Benchill Community Centre
- Woodhouse Park Lifestyle Centre
- The Wythenshawe Enterprise Centre
- The Bideford Community Centre

These hubs are very important to help bring people together from all age groups to socialise, learn, stay healthy and provide many different educational opportunities for local people.

From FREE computer and digital skills training classes to badminton, bowling or line dancing there is something for everyone.

The centres help to reduce social isolation and the café in the Woodhouse Park Lifestyle Centre is Lone Star Accredited.

The centre is also available for private parties and functions and a catering service is available for both on and off site events.



**336**

people regularly participated in physical activity

**43**

people regularly attended social groups

over **1,000**

new members joined the Lifestyle and Benchill centres

**68**

children regularly attended after school club





**50**

people attended ESOL  
(English as Second  
Language) courses

Both the Lifestyle and Benchill centres hold Annual Fun Day events each summer and also offer a number of different health sessions.

**118**

people reported an  
improvement in their  
life satisfaction

Footfall for digital  
inclusion sessions  
reached

**1,505**



The 'Get Online Wythenshawe' programme is delivered at a number of the centres, supporting local residents by offering free basic IT drop-in sessions to improve their digital skills. Refurbished computers are also available to purchase at a low cost, with Universal Credit going live, these digital skills are more important than ever to our communities.

These sessions are delivered jointly with our Real Opportunities team, who can help to support and identify people who are looking for employment.

**65**  
people reported an improvement in their health and wellbeing

**57**  
people progressed through maths and English levels of functional skills training

**130**  
people achieved a qualification or accreditation



# Real Food Wythenshawe

**WCHG is delighted to announce that their Real Food project has been successful in securing a further 3 years of Big Lottery funding.**

We are delighted that the work of Real Food and our partners over the previous 5 years has been recognised in this way and that together we have demonstrated the value of tackling food poverty through education, practical help, advice and putting in place a range of volunteering activities to help improve health outcomes.



We would personally like to thank all of our partners who have helped us to engage over 17,000 people through community events, train 838 community ambassadors to champion sustainable food and reach over 16,000 households through our fresh guides and cookbook initiatives.



# Real Food. Wythenshawe.

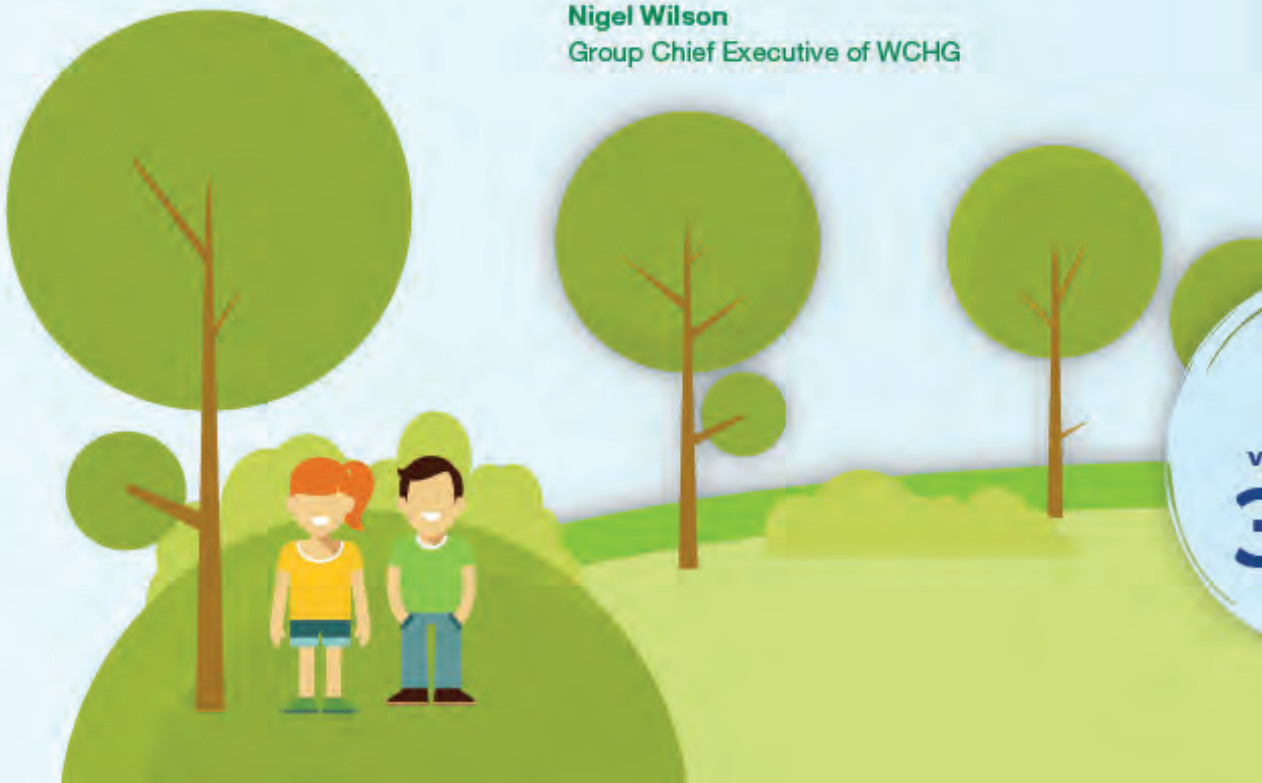


There is still much more to do and the new 3 year programme will focus on 3 key areas;

- **Green Doctor** – therapeutic outdoor activities designed to improve mental health and wellbeing
- **Cooking with confidence** – establish a new food school to encourage healthy cooking with confidence
- **Real Food on Tour** – delivering health, practical food programmes to voluntary and community organisations

*"Real Food is an ambitious project that aims to reach people across the entire community"*

**Nigel Wilson**  
Group Chief Executive of WCHG



872

young people increased knowledge of key issues



229

regular attendees at youth sessions



705

young people improved their social skills

## Youth

**We offer a broad range of services to young people across Wythenshawe and through numerous different vehicles young people are given the opportunity to have a voice.**

Groups like the Benchill Off Roaders and the Youth Forum help shape the future of Wythenshawe and ensure that Young People's voices are heard.

The Wythy Tree Youth Bank enables funding that will benefit young people in the area through an open application process for grants up to £1,000. As part of the process, the young people in this group designed everything from the application process to the criteria and last year 7 projects were provided with funding to deliver a wide range of activities across Wythenshawe.

Through events like this, the Youth Forum participants have progressed to taking on lead roles in planning and delivering junior youth sessions, and enhancing their skills by volunteering at corporate events, weddings and private functions at our community centres.

## Summer of Change

The Wythenshawe Youth Forum is a group of young people who want to make a difference on the things that matter to them.

Last summer they helped to raise money for the Mayor of Greater Manchester, Andy Burnham's homelessness fund through their 'Summer of Change' Programme.

The Group volunteered at numerous local events including the Wythenshawe Games and Community Centre fun days and also took part in a number of different campaigns including making 'The Truth' documentary (a film about homelessness) and presented to the Children's Board at Manchester City Council.

To support their fantastic work, WCHG colleagues held a special dress down day on 22nd September 2017, to raise money for the campaign with all donations going towards ending rough sleeping in Manchester, the total amount raised was an amazing £518.

**Mayor of Greater Manchester, Andy Burnham** said: "It is fantastic to see young people working to tackle homelessness in Greater Manchester. They have recognised the issue we are facing and have come together to help and it is heart-warming. They have led by example and I would urge the public of Greater Manchester to ask themselves what small things they can do to help."



74

individuals volunteered over 3,000 hours

650

young people improved confidence or self esteem

12,000

total football at youth sessions

221

young people participated in football sessions with MU Foundation





Real Benchill.

## Benchill Off Roaders

A group of young people produced a short documentary film to showcase the issues around off road biking in Wythenshawe as part of the Real Benchill project and wider #OurManchester strategy.

The film was premiered with the former Lord Mayor of Manchester, Councillor Eddy Newman, local Benchill residents, Real Benchill Partners and local young people at the Benchill Community Centre.

*"Our project is about bringing young people off the streets and keeping them from harm's way."*

**Ben Hargreaves**



The 'Wythy Off Roaders' project was created by young people in Benchill who want to reduce illegal off road biking in Wythenshawe and find a safe and suitable alternative.

The group grew out of the 'Real Benchill' project in 2017, where local people were asked to raise the issues that were important to them as part of the #OurManchester campaign. Illegal Off road biking was one of the issues that arose from this consultation and a group of like-minded young people who wanted to make a difference to their local area formed the 'Wythy Off Roaders' group.

Over the past 6 months, the group of 8 young people looked at all the issues connected with illegal off road biking and have interviewed representatives from the Police, Fire Service and local council, not to mention local people who have been affected by the issue as part of the documentary.

At the premiere event, the young people talked about their experiences making the documentary and highlighted the issues they've come across as well as offering a solution to the problem.

The former Lord Mayor of Manchester, Councillor Eddy Newman, said, "The young people involved in this project should all be commended. They've engaged with the local community and public services to take a hard look at the issues surrounding illegal off road biking. From these conversations they've created a fantastic documentary film to showcase their serious concerns, and have taken a keen interest in developing a solution to an activity that is both dangerous and antisocial."



**Ben Hargreaves, 18, is a young person involved in the project**, he said, "Our project is about bringing young people off the streets and keeping them from harm's way. The event went well; it was nice to see members of our community and other services especially GMP supporting us".

You can follow the group of Twitter @WythyOffRoaders, Facebook wythyoffroaders or instagram wythenshawoffroaders



*"The young people involved in this project should all be commended. They've engaged with the local community and public services to take a hard look at the issues surrounding illegal off road biking."*

**Former Lord Mayor of Manchester, Councillor Eddy Newman**



## WOW Zone

Our WOW Zone, received grant funding of £44,700 from the Heritage Lottery Fund (HLF) for the 'Roads to Wythenshawe' project. This project was also awarded National Lottery support in November 2017.

The project aims to celebrate how immigration has, is and will continue to shape Wythenshawe by exploring oral histories of residents. Young people, aged eleven to sixteen, will investigate, celebrate and share the stories, food, arts, culture and religion that make up their local community and understand its social and historical context.

'Roads to Wythenshawe' will be structured around three central themes that will scaffold the activities and direction of the project: journeys, connections to home and food.

These include developing an augmented reality (AR) app in collaboration with



Dr. Timothy Jung, the Director of the Creative AR and VR Hub at Manchester Metropolitan University, creating a heritage trail, holding a world food celebration event, and producing art work in response to what they find, including visual arts and creative writing. The project was showcased in a two month exhibition at the National People's History Museum.



## Services

**We deliver high levels of customer satisfaction as one of the top performing landlords of our size, our target will be to achieve upper quartile performance where we believe this delivers VFM across our services.**

Recently awarded the prestigious 'Investors in People' Platinum Status, we are now amongst an elite group of world class organisations recognised for demonstrating a commitment to high performance through excellent people management and to be the very first Housing Association in the North West of England to achieve this prestigious accreditation.

We were also awarded the Customer Service Excellence (CSE) accreditation with an outstanding 8 compliance plus, distinction marks. CSE is a standard that measures quality of delivery, timeliness, information, professionalism and staff attitude in the provision of public services.

We continue to work alongside our customers and review and refresh all our services to ensure that they are fit for purpose and delivering efficiently.

We understand the costs of all our services and have made active decisions on their growth, sustainability or transformation, ensuring that the most efficient and effective services are available for our customers. We will put in place the most appropriate resources to ensure we can manage this work and be able to effectively benchmark our results with suitable peers.

We encourage the involvement of our tenants in reviewing and improving our services. During the year 93 tenants were involved in scrutiny, shaping services and performance measurement; volunteering a total of 1,249 hours of their time.

The Group's Board monitor a spectrum of key indicators to ensure that tenants are receiving high quality services in exchange for their rent. The table on page 30 sets out the indicators that the Group Board monitor.





## Our Environment

**In order to maintain and improve the local environment we invest in a range of environmental services.**

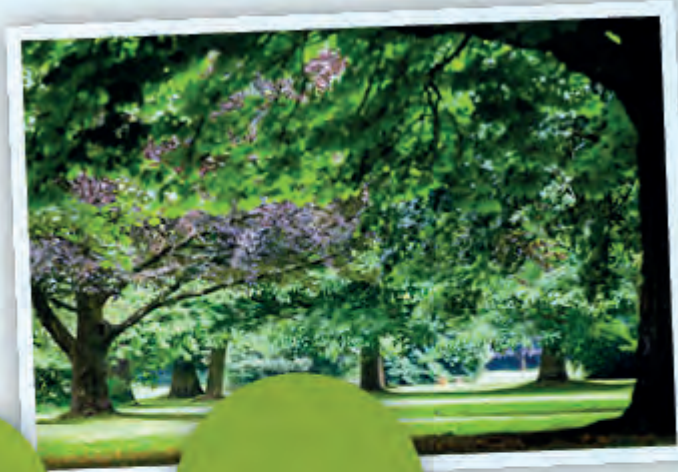
We offer services to tenants who are unable to look after their gardens and maintain communal gardens throughout the year. When a tenant moves out we visit the property and do any required work to ensure the garden is ready for the next tenant moving in. We work in partnership with Manchester City Council to maintain grass, hedges and trees on road verges and in public spaces.

In the past year our Grounds Maintenance team have completed;

- **over 16,000 garden maintenance visits**
- **carried out work to 423 void gardens**
- **cut 12,000,000 square metres of grass**
- **carried out maintenance work to 1,346 trees**

In addition to gardening services we also work to maintain an attractive environment:

- **6,712 cleaning visits to communal areas**
- **street cleansing team collected 10,830 bags of waste**
- **carried out 1,434 waste removal jobs, collecting 195 tonnes of waste**
- **313 hours of community clean ups, tree planting and supporting local groups**



# Performance

	2017/18 Performance	2017/18 Group Target
% current rent collection	101.06%	100.50%
% of Emergency and Appointable Repairs completed within the target time	99.97%	99.93%
% of repairs completed on the first visit	93.26%	94.50%
% of customers satisfied with repairs	99.97%	99.00%
Property Turnover Percentage	4.59%	5.00%
Void turnaround time for properties let in the month (calendar days)	19.9 days	19 days
% of satisfaction with the ASB service	97.10%	99.75%
% of lets with fewer than 10 bids	2.30%	6%
% of complaints received a full response within 14 calendar days	99.00%	100%
% of complaints first time fix	96.30%	95.00%
% of calls answered in 30 seconds	88.60%	90.00%
% of calls – first time fix	86.10%	85.00%
Satisfaction with contact centre	98.70%	98.50%
Sickness absence – overall	2.40%	3.00%
Health and Safety Incidents Reported to HSE	100% 11 reported in year	100%



# WYTHENSHAW HOUSE

## VFM

**We are financially strong while maximising the return on our assets for the benefit of our stakeholders. Robust budgeting, financial controls and sound investment decisions underpin our viability. However we will seek to deliver more for less through the delivery of our VFM Strategy, where financial understanding and management of financial decisions is key. We will continue to demonstrate to our stakeholders the value we deliver and the return on their investment.**

A key objective to ensure we are maximising the return on our assets, we have explored and implemented our re-financing opportunities that best meet the needs of the business for the future.

VFM is the key driver of the services that the Group provides on behalf of its tenants. For the Group this means delivering the right services, at the right time, in the right way and to the right tenants.

VFM is not just about cost, it's about identifying the right balance in how resources are utilised. VFM can be further defined as managing the CHOICE between the cost, quality and timeliness of the services we deliver, in consultation with our key stakeholders. VFM is embedded in everything we do, underpinning the delivery of our vision and objectives. The Group is committed to a culture of continuous improvement where all our services are reviewed and streamlined to reduce costs or improve performance.

The Group's VFM Strategy has the following four key objectives:

- **Develop the understanding of staff and promote a VFM culture within the Group;**
- **Work with tenants so that they shape VFM decisions and provide scrutiny over the VFM delivered by the Group;**
- **Ensure that VFM products or services are delivered to tenants;**
- **Ensure compliance with the Regulator VFM Standard.**

The Group has during the year ended 31 March 2018 delivered VFM savings of £1.2 million, against a VFM target of £1.1 million (set out in the 2017 VFM Self-Assessment). Savings have been made through more effective procurement, staffing and process reviews. We continue to work with our tenants to review the services we offer ensuring they meet the needs of our tenants. Performance for 2018/2019 will be monitored through the VFM Metrics and targets set.

All savings that the Group make are then reinvested into the local community and the services that it provides.

For more information you can access our VFM Strategy at [www.wchg.org.uk/vfm](http://www.wchg.org.uk/vfm) or you can call our contact centre on 0800 633 5500/0300 111 0000 and ask for a full copy of the Strategy.

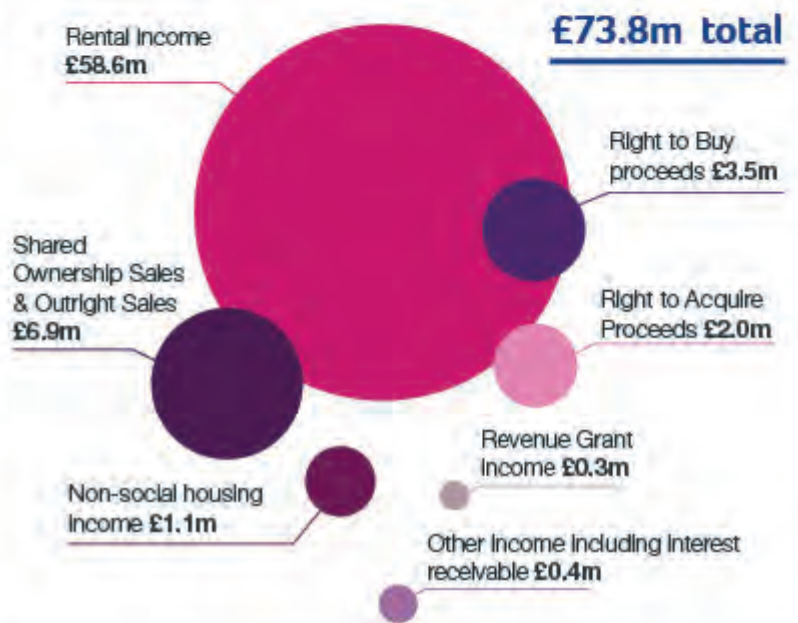
# Performance

The Group has a robust performance management framework where monthly performance is monitored through Key Performance Indicators, satisfaction and financial data by the Leadership Team (LT), and subsequently reported to the Group Leadership Team (GLT) and Board.

The Group's Business Intelligence System (Qlik) enhances our ability to analyse and utilise data to improve reporting and performance across the Group, by using a dashboard approach enabling cost, performance and satisfaction to be reviewed together in addition to benchmarking and trend analysis.

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

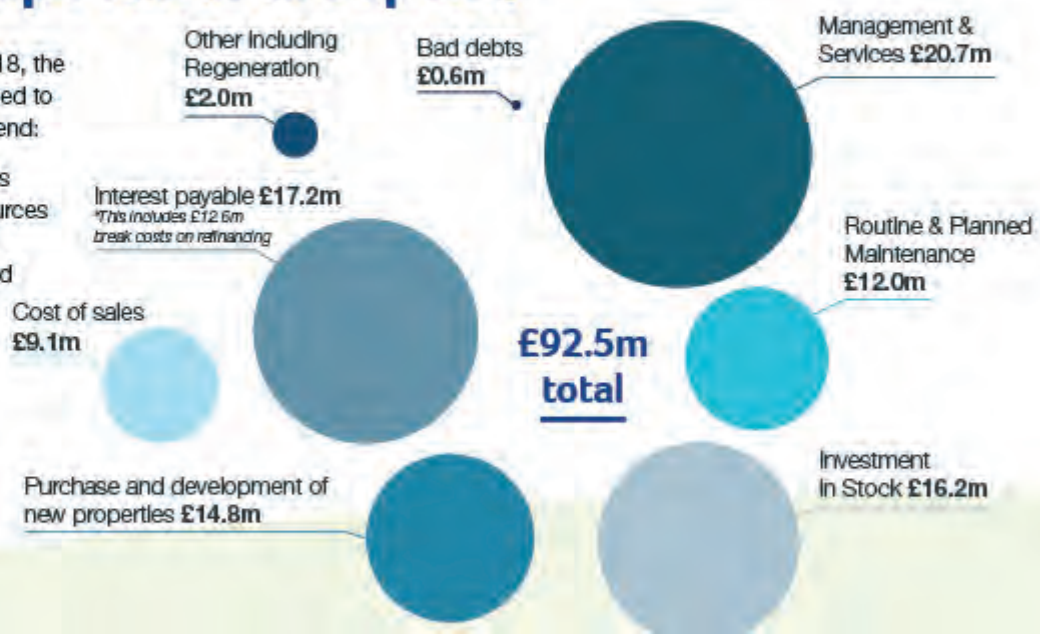
The Group's Appraisal Framework has a clear VFM competency (demonstrating efficiency and effectiveness) which every member of staff is measured against through performance targets which are monitored through the monthly one-to-ones and appraisal reviews.



## How the Group's funds are spent:

For the year ended 31 March 2018, 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.





# Annual Accounts

## Statement of Comprehensive Income

For the year ended 31st March 2018	£'000
Turnover	67,015
Operating costs	(62,923)
Surplus on sale of fixed assets-housing properties	3,462
<b>Operating surplus</b>	<b>7,554</b>
Movement in fair value of investment properties	178
Interest receivable and other income	16
Interest payable and similar charges	(17,778)
<b>Surplus for the financial year</b>	<b>(10,030)</b>

## Statement of Financial Position

As at 31st March 2018	£'000
<b>Tangible fixed assets</b>	
Housing properties	328,244
Investment Properties	4,255
Other tangible fixed assets	10,222
<b>Total fixed assets</b>	<b>342,721</b>
<b>Current assets</b>	
Properties for sale	8,129
Stock	102
Debtors	3,761
Cash at bank and in hand	12,707
	24,699
<b>Creditors: Amounts falling due within one year</b>	<b>(13,816)</b>
<b>Net current assets</b>	<b>10,883</b>
<b>Total assets less current liabilities</b>	<b>353,604</b>
<b>Creditors: Amounts falling due after more than one year</b>	<b>135,856</b>
<b>Net pension liability</b>	<b>20,135</b>
	155,991
<b>Total net assets</b>	<b>197,613</b>
<b>Capital and reserves</b>	
Revenue reserve	106,721
Revaluation reserve	90,850
Restricted reserve	42
	197,613



# Nigel says Farewell

**This Annual Report seeks to reflect on the work carried out over the previous year, however as this will be my last year and parting comments on behalf of Wythenshawe Community Housing Group, I would like to take the opportunity to look back and forward.**

It's over 12 years since I began my relationship with Wythenshawe as a fresh faced Chief Executive at Parkway Green, responsible for the new stock transfer from Manchester City Council. It's fair to say many things have changed over those years but most importantly the 'Place' that is Wythenshawe is stronger, even more resilient and from many indicators a better place to be.

Willow Park and Parkway Green Housing Trust have successfully become part of the bedrock for the redevelopment of Wythenshawe though its role as a housing provider and wider community sponsor.

Over the past 12 years, regardless of economic down times, change in Governments and policy, cuts to budgets and austerity we have sought to keep our social purpose at the very heart of our work and it's with some pride I look at Wythenshawe today and the many partnerships built up that makes it such a special place to have been part of.

WCHG is in a very strong position, performance remains good, financially we are strong having re-financed to support our growth ambitions and the board is clear on our strategic direction. As all Housing Providers there are challenges to be faced, the roll out of Universal Credit, rising homelessness, falling numbers of vacant houses and increasing levels of vulnerability and poverty for some of our tenants. The gaps in our community between those managing and those struggling is growing and this is evidenced not least by the work carried out by the local food banks.

It's extremely concerning that in our society to have children arrive at school hungry or during school holidays need special breakfast and lunch clubs to ensure they are getting fed properly. We will continue to work with the community, partners and tenants to help tackle these issues in whatever ways we can.

The economic position of Wythenshawe has never been stronger with a significant fall in unemployment and increased job opportunities as the impact of the growth of the Airport City and other businesses locally continue to grow and expand. Ensuring that we support local people into employment pathways through training and education is key. Supporting our local schools and college is important so that young people are making the most of their opportunities and being ambitious for their own futures.

WCHG has continued to provide new houses in the area and will seek new opportunities to provide the range of new houses that the community want and need, whether rented, shared ownership or for sale. The demand over the last year has been very strong and we will seek to keep meeting aspirations.

The voice of tenants and how they can influence the work of WCHG has always been core to how we work. Since the tragedy at Grenfell, there has been a growing call for tenants to be given a stronger voice in housing associations and their management. We welcome this as we believe its part of the DNA of our business, we have always sought to engage and work with as many tenants as possible and welcome their input and influence on our work and long may it continue.

On a final personal note, I would like to thank everyone for their support, encouragement and friendship over the last 12 years, it's been an amazing experience and one that means Wythenshawe will always be in my heart. I wish my successor every success and hope they have as much enjoyment as I have had. Wythenshawe is a very special place and I will miss it greatly.

Thank you

Nigel





**Wythenshawe**  
Community Housing Group



## Contact Us

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LOCAL RATE FROM A MOBILE  
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