

Wythenshawe  
Community Housing Group

# INSPIRING POSITIVE CHANGES IN WYTHENSHAW



SOCIAL IMPACT REPORT 2019



## Safe and Attractive Environment

Page  
28

446

anti-social behaviour cases resulted in a positive outcome

Social Value  
£2.5m

Over

3,000

maintenance visits to communal grounds

1,260

hours of community clean ups and tree planting to support local groups

Page  
26

## Money and Resources

127

tenants supported with debt issues

£1.4m

financial benefits gained on behalf of 476 tenants

Social Value  
£3.4m

651

money health checks for prospective tenants

## Health and Wellbeing

Page  
4

Social Value  
£1.8m

Nearly

3,000

people participated in physical activity

236

people attended cooking or growing sessions with Real Food Wythenshawe

858

people regularly participated in physical activity

Page  
8

## Safe, Decent and Affordable Housing

231

people felt better able to manage their tenancy following support

Social Value  
£1.0m

80

residents of Village 135 reported an improvement in their wellbeing

113

people moved from temporary accommodation into a secure home

Page  
14

## Family, Friends and Communities

Social Value  
£1.9m

18,286

hours were volunteered in the community

958

young people engaged in youth services

400

residents and colleagues volunteered during the year

# A Great Place to Live

Page  
22

## Good Jobs

Social Value  
£3.0m

190

people were supported into employment

27

people started apprenticeships

50

entrepreneurs benefited from business advice

## Education and Skills

Page  
18

450

people benefited from training

Social Value  
£0.6m

42

people achieved qualifications

121

people received one to one support to help them into work

Our employees:

49%

live in Wythenshawe

98%

live in Greater Manchester

20%

are tenants



# Health and Wellbeing

## Community centres

A range of activities are offered at the Benchill Community Centre and the Woodhouse Park Active Lifestyle Centre. The centres have indoor and outdoor sports facilities available to hire for sports including football, badminton, basketball, dance and exercise classes.

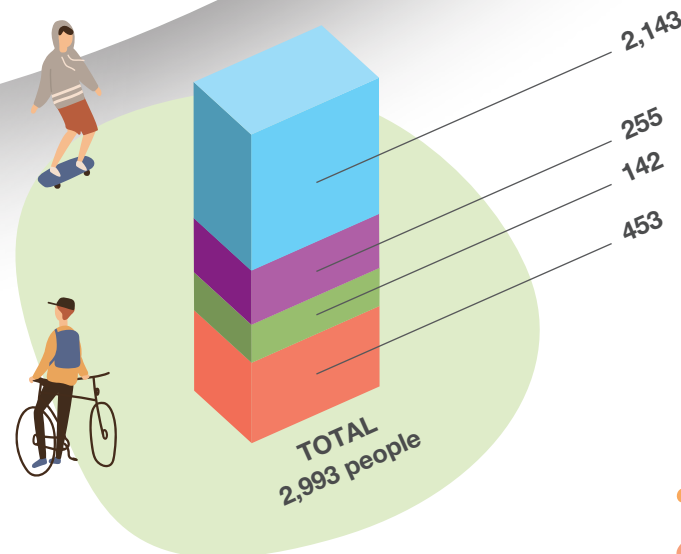
Participation in regular physical activity increases wellbeing. So that we can understand the impact of the centres, we measure how many people attend sessions on at least 9 occasions in a 13-week period. We also monitor whether this participation continues year on year.

- Nearly 3,000 people participated in physical activity during the year
- 858 people regularly participated in physical activity

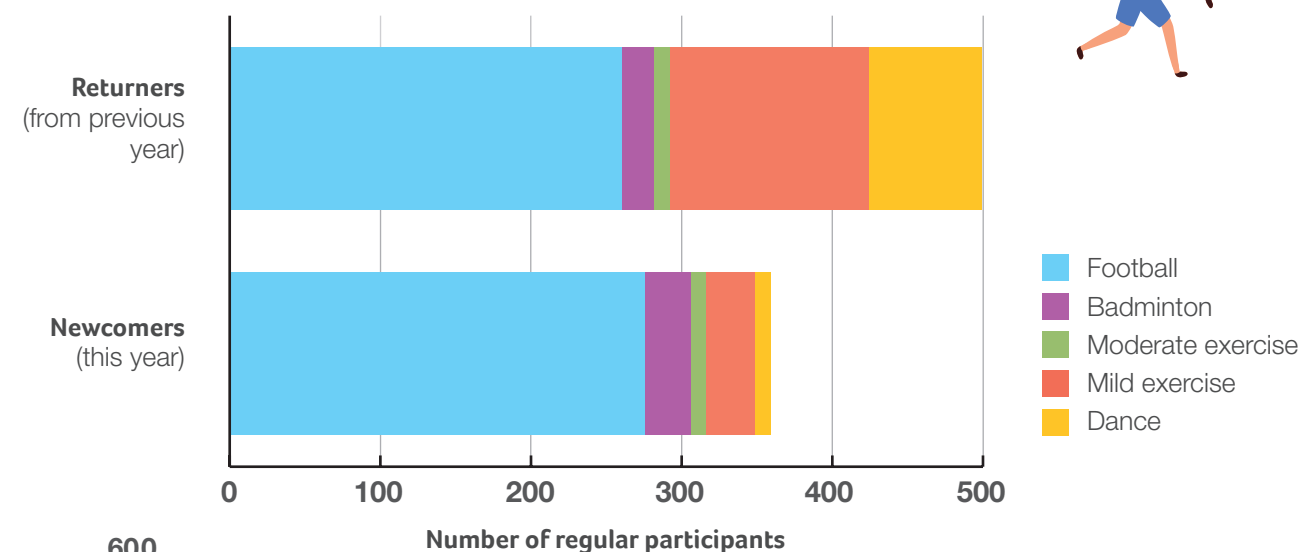


### All participants

- Football
- Badminton
- Moderate exercise
- Mild exercise



### Frequency of regular participation



## Wythenshawe Games



Wythenshawe Games is an annual community sports festival that forms part of the Manchester Games initiative to inspire local residents to engage in sport, physical activity and a healthy lifestyle.

We host the Games in partnership with Manchester City Council, The Forum Trust and others.

The 5-day event consisted of 30 hours and 41 different sporting activities with days themed for Age Friendly, This Girl Can, Sport for All and a Family Fun Weekend.

**17,325**

people participated



**110**  
people ran the  
Wythenshawe 10k

Over  
**5,000**  
under 5s  
took part in a  
range of activities

**245**  
hours were volunteered  
by 39 WCHG colleagues

**18**  
volunteers from local  
businesses Virgin Media  
and Bespoke Contract  
Services supported  
the event





## Bee Well

We offer a range of physical, social and psychological support and activities for colleagues. There are more than 20 Bee Well Champions across the organisation who have delivered awareness campaigns on physical and mental health and are available to provide one to one support and signpost to further support.

Regular Walk and Talk events throughout the year encourage people to meet up and discuss issues affecting them.

A dementia awareness workshop was organised following a staff survey which highlighted that almost 50% of colleagues have caring responsibilities for elderly people.

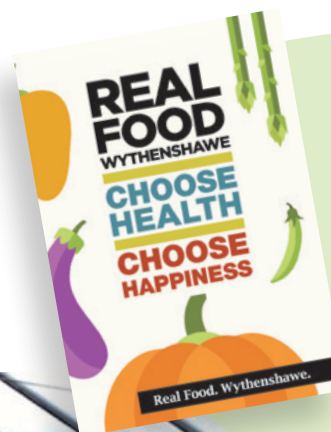


## Real Food Wythenshawe

Real Food Wythenshawe delivers exciting and engaging activities to encourage people to grow, cook and eat their own food. Established for over 5 years, the team is experienced in helping people and communities improve their health and wellbeing.

Support is aimed at people who are:

- at risk of developing major health problems through obesity, heart disease and diabetes
- experiencing poor mental health, loneliness and social isolation
- in need of skills and knowledge about food, cooking, growing and budgeting



## Real Food On Tour

Sharing good practice and the right approach to help organisations achieve better health outcomes for local communities.

In the first year since launching the new programme:



82

people attended Cooking with Confidence sessions



63

people reported feeling less lonely or isolated

54



people have changed their food habits



8

volunteers gained employment

Nearly

10,000



people visited Real Food at events



59

people volunteered 1,670 hours



107

people attended Green Doctor sessions

## The Green Doctor

Food growing activities with an emphasis on enjoying nature, the seasons and the company of others. This includes opportunities to develop new friendships, increase support networks and build confidence.



## Cooking with Confidence

Take small steps... starting in the kitchen. Learn how to cook from scratch and take control of your health, your budget and your life.



18

people attended training





# Safe, Decent and Affordable Housing

## Social Housing

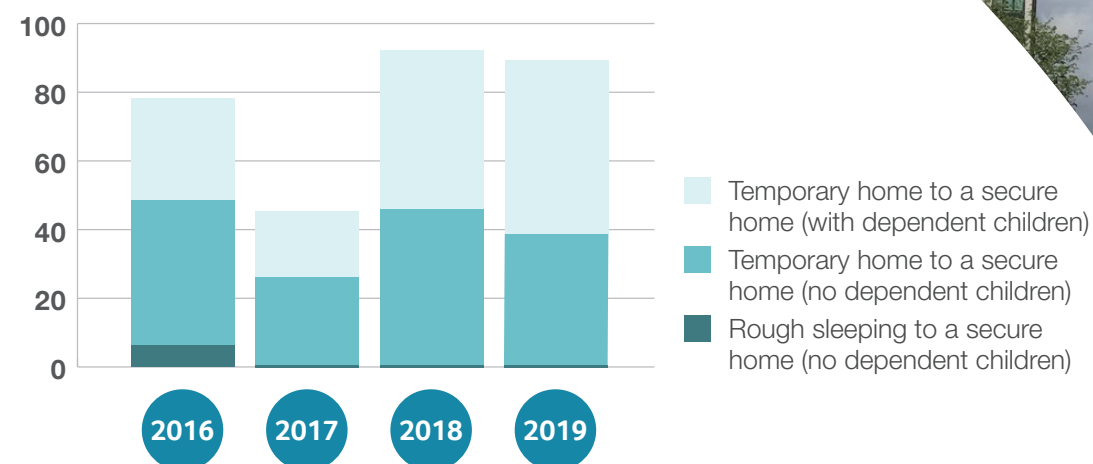
We are a social housing provider that owns nearly 14,000 homes housing 20,000 residents across the Wythenshawe area.

A total of  
**608** households and  
**1,245** individuals  
moved into one of our  
properties during the year

**100%**  
of homes comply with the  
Decent Homes Standard

We measured the impact of having a secure home by evaluating the impact of moving between different housing status on life satisfaction.

## Number of households moving to a secure home



## Homelessness

We are currently working in partnership with Manchester City Council, the Homelessness Partnership Board and Housing Access Board to tackle the homeless crisis in Manchester. Senior colleagues within WCHG play key roles and have developed an action plan to ensure that a range of measures are in place to provide the necessary support for new tenants who have previously been homeless.

We ensure that vulnerabilities are considered and a tailored plan of support is put in place to sustain the tenancy – this includes assistance with furniture, carpets and initial tenancy set up and ongoing

support from our Tenancy Support team.

All registered housing providers across Manchester have agreed to allocate 25% of their empty properties to applicants who are living in temporary homeless accommodation to alleviate the pressure on temporary accommodation in Manchester. The WCHG Board has agreed to arrange a number of direct lettings in order to meet the 25% target.



**2** adults who were rough sleeping were re-homed





## Support for tenants

We provide a range of support services to vulnerable and potentially vulnerable tenants to help them manage their tenancies through our Tenancy Support co-ordinators.

We will work with an individual using a strengths-based assessment tool and agree a plan that is achievable with our support. We offer help with general tenancy management issues, welfare benefits advice, low level physical or mental health issues, literacy difficulties and general signposting to other services.

Our focus is to support independence which in turn reduces demand for complex, expensive public services.

We provide a 1-2-1 service where our co-ordinators support the whole household, including families and individuals who may be at risk of becoming complex in the future.

We work in partnership with Motiv8, Be Well and other partners in order to find sustainable employment supporting wellbeing and creating sustainable neighbourhoods.

In addition we support tenants with hoarding tendencies which may prevent a risk to them, others and the property. The team works alongside a number of key

support services including adult social services, community mental health teams, drug and alcohol services, the early help hub and the fire service. We have sustained a number of tenancies with our support services, which in turn reduces costs to public sector partners and our own teams.

130



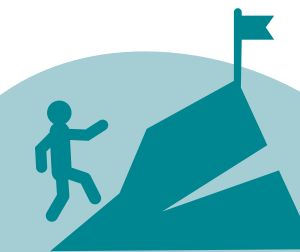
**tenants felt an improvement in the condition of their property had a positive impact on their wellbeing**

112



**tenants felt that one to one support had a positive impact on their wellbeing**

231



**people felt better able to manage their tenancy**







## Village 135



Village 135 is an Extra Care development of 135 apartments complete with a 24-hour on-site care team to support residents' existing and future needs.

We have continued evaluation started last year to understand how living at Village 135 impacts the wellbeing of the residents. We've analysed results from 112 residents.

We have worked in partnership with Manchester City Council to set up five neighbourhood apartments which can offer a short term stay for respite or discharge from hospital. We have evaluated the model with Manchester City Council and are confident that this has saved £122,550 in local authority and health costs. 19 residents of Wythenshawe have been supported by this partnership.

*The care has been excellent. They have really helped me on the way to recovery.*

*Definitely helped me improve my mobility, also I am growing with confidence day by day.*

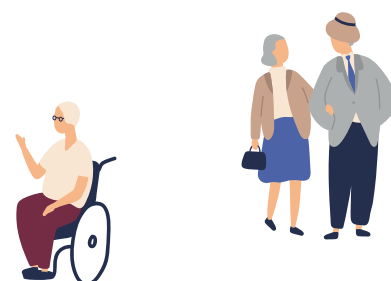
**The proportion of respondents recording a 'low wellbeing' score decreased from**

**6% to 1%**

**The proportion of respondents recording a 'high wellbeing' score increased from**

**79% to 93%**

*Really feel at home The flat is well furnished and accessible and secure. Good that care is on site very supportive and helpful.*



## Property Improvements

Adaptations: is a service provided in partnership with Manchester City Council that enables tenants to continue to live independently in their home. Over the last twelve months we have installed

- **158 major adaptations such as; wet rooms, extensions, ramps, stair lifts, wash/dry toilets, wheelchair accessible kitchens, soundproofing and downstairs toilets**
- **716 minor adaptations such as; grab rails, stair handrails, half steps, fold down arms in bedrooms and intercoms**



## Fire Safety

Since the Grenfell Tower tragedy we have worked closely with Greater Manchester Fire and Rescue Service to review and implement a range of safety measures:

- **Fully removed the panels and insulation on Village 135 and completed the replacement work by March 2018.**
- **Work to ensure improved compartmentation in our nine traditional tower blocks to help prevent any fire that may break out from spreading.**
- **Engaged fire safety consultants to identify further improvements and as a result prioritised the installation of new smoke and fire alarms in each flat and in communal areas.**
- **Currently installing sprinkler systems in each multi-storey flat.**
- **Replaced all gas-powered laundry facilities in high-rise blocks with efficient electrical models.**
- **Reviewed, updated and communicated all relevant policies and procedures.**
- **The Gas Safety team now undertakes annual fire door checks to all flat entrance doors. Any necessary repair or replacement work is completed as a matter of urgency.**





# Family, Friends and Communities

## Social groups

A range of social activities are offered at our community centres to reduce social isolation.



**483**

people attended social groups during the year



more than **30**

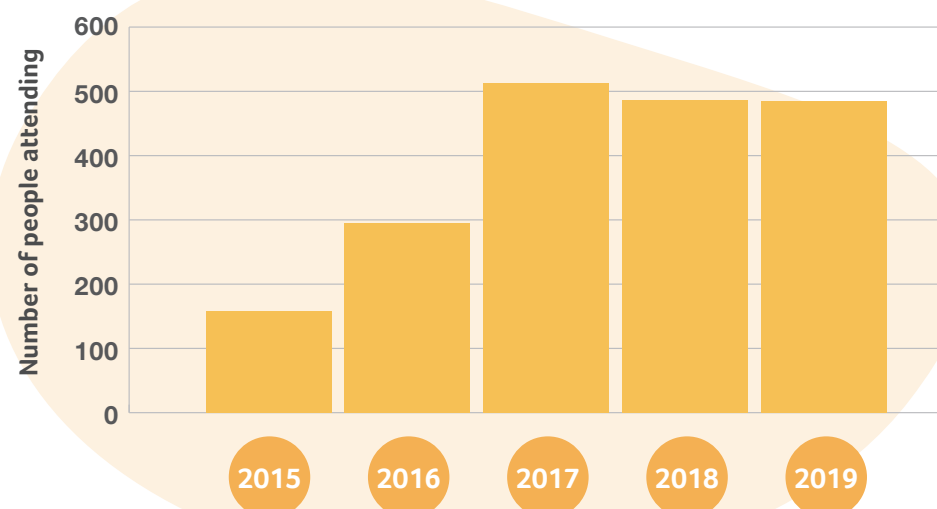
sports and social clubs are based in our community centres



**69**

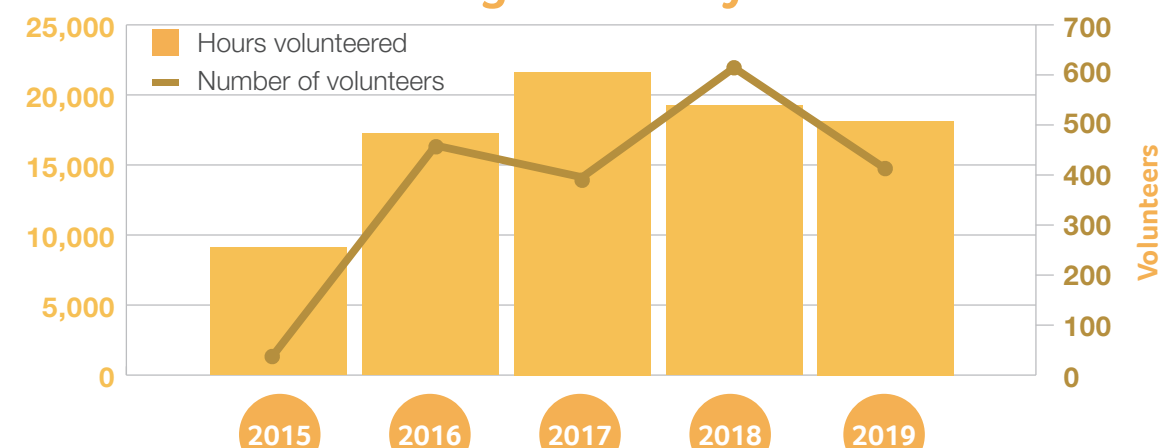
people attended parents and tots sessions

## Attendance at social groups at community centres



## Volunteering

### Volunteering across Wythenshawe



**145**

people attended Tenants and Residents groups

**143**

colleagues volunteered 974 hours in the local community

**18,286**

hours volunteered across Wythenshawe

**140**

residents improved their wellbeing by volunteering on a regular basis

**260**

residents volunteered during the year

## Volunteering 4 Wythenshawe

Staff volunteering enables colleagues to support the local community, build team relationships and learn new skills.

- The Development Team became painters and decorators for the day, sprucing up the function rooms at the Woodhouse Park Lifestyle Centre.
- Colleagues from the Neighbourhoods and Environmental Services teams joined forces to improve the outside space for children at Haveley Hey Primary School. Work involved cleaning and painting a wooden gazebo, erecting scaffolding nets to secure the playground, building a "Secret Story Area", making raised beds and planting flowers.
- Colleagues from the Roofing Team visited Newall Green Primary School to talk to the children about roofing, construction and health and safety. The team also donated food to the Wythenshawe Foodbank.





## Youth

Our specialist youth involvement team worked with nearly 1,000 children and young people during the year.

Thanks to funding from Young Manchester and Manchester City Council, young people are supported to build the confidence and life skills they need to live, learn, work and achieve through youth clubs, sports and street based work.

In partnership with Young Manchester and #iwill, we have created new opportunities for young people to benefit themselves and their communities through social action. Nearly 500 young people made a difference for others or the environment and developed key life skills that will help them have a healthy and happy future.

All of the projects delivered are based on feedback from young people to ensure they remain at the heart of the provision.



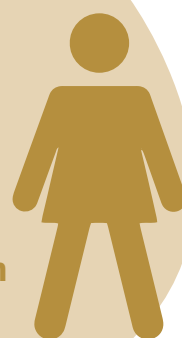
**272**  
children attended sessions delivered by the WOW Zone



**125**  
children attended after school club; 49 on a regular basis

**152**

young people regularly attended youth provision



**924**  
positive outcomes reported



**984**  
sessions delivered

## 10 projects share £10,000 to help young people

Young people in Wythenshawe commissioned £10,000 worth of funding to support the projects that they wanted to see in the local area.

100 young people, aged 10-19, attended the third Wythy Youth Bank event and listened to pitches from shortlisted projects before voting for those they felt would have a positive impact on the lives of young people in Wythenshawe.

The event was supported by our Youth Involvement team and was attended by local councillors, Manchester City Council, Greater Manchester Police, and Young Manchester.



### The winners were

- Jimmy Egan - £1,000
- The Proud Trust - £700
- Classroom Beats - £750
- Norbrook Youth Club - £700
- The Addy Young People's Centre - £700
- WHP Family Centre - £750
- 1st Wythenshawe Scouts - £1,000
- Everyone Can - £1,400
- LSC Disability Group - £1,500
- Marvin Gilbert - £1,500

nearly **1,000**  
young people engaged this year



**487**  
young people involved in social action



**2,012**  
hours spent on social action activity



**283**

children participated in sessions provided by the Manchester United Foundation



**57**

people volunteered more than 900 hours to support youth services



## Voluntary and community sector

£228,550 of grants were awarded to the voluntary and community sector

35 voluntary and community groups were supported through grants, training, pro bono services or in-kind donations

Colleagues fundraise for a range of charities throughout the year including Wythenshawe Community Farm, Jeans for Genes Day, Comic Relief and Macmillan coffee mornings.





# Education and Skills

## Training and Education

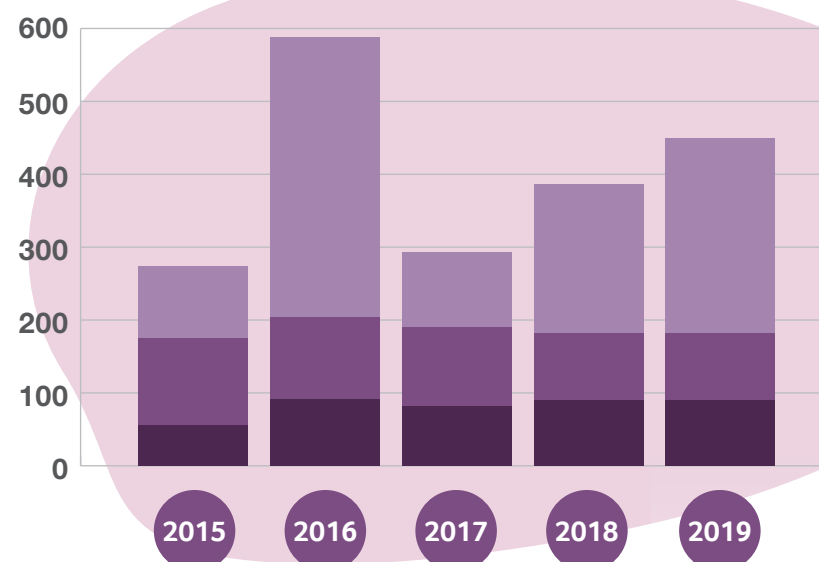
A range of training and educational opportunities are available to local residents. The community centres offer training in IT, ESOL (English as a Second Language) and functional skills (Maths and English). Group courses and one-to-one support are available to people seeking employment. Specific training and advice is also available for business owners and entrepreneurs.

**450**

people attended training



## People benefiting from training



- Skills training for people seeking employment
- Accredited training courses
- Skills training at community centres



**42**  
people achieved qualifications

**121**  
job seekers benefited from one to one support

**758**  
footfall at digital inclusion sessions

**19**  
young people attended work experience placements

**48**  
people attended one of 3 English as a Second Language (ESOL) workshops



## Bursary boost for five freshers

Five students from Manchester Enterprise Academy were presented with bursaries by The Bishop of Manchester, Doctor David Walker, to help sustain them during their first year of university.

It is the third year that we have awarded student bursaries, in line with our vision of "creating communities that people choose to live and work in" by investing in the future of the area.

The Bishop of Manchester said: "It's always a great pleasure to visit the MEA and meet the students and hear the difference that these bursaries will make to their lives. These students are the future of the community here in Wythenshawe and WCHG is committed to investing in them and supporting the work of the MEA."





# Social value delivered by our supply chain



**Scholars Fields is the largest housing development that we have undertaken consisting of 147 new-build properties.**

**Willmott Dixon is the lead contractor on the project. As part of their Social Value commitments they have delivered a range of educational activities for young people at local schools and colleges.**



More than 400 young people have visited the site to learn about working in the construction sector.

Manchester College Engineering Students visited site for a hands-on session. Following a classroom talk about the civil engineering taking place all students were escorted to the field where they were able to use the engineering equipment and put their classroom learnings into practice.

Four architecture students have used the development as evidence supporting their university project work. They were given access to site drawings, plans and information which helped to provide answers for their tutorial and project work.



## 'Building your Future'

15 Year 10 and 11 pupils from the Manchester Enterprise Academy joined the team out on site each month to learn about construction processes and careers in the industry.

The programme was launched with an interactive session where pupils were asked to build the tallest structure using straws and tape in order to win a budget that was later used to cost and design their own school in the second session.

Later sessions covered architectural 3D modelling and virtual reality; engineering; health and safety; and the environment. In the final session pupils put their hands to tiling, brickwork and electrical works plus trying out some of the latest equipment being launched into the industry to promote healthy and safe working practices.

## Meet the Buyer

- A Meet the Buyer event was held to promote supply chain opportunities to local businesses. Businesses were then able to speak to relevant staff regarding the project, its requirements, packages, procurement process and timings, and social value commitments.

## 'Big Build' competition

Pupils from Haveley Hey Primary School were runners up in the 'Big Build' competition organised by the Considerate Constructors Scheme.

The Year 3 classes were encouraged to design and build a structure with recyclable materials. They opted for designing and building three large cave structures as part of their school Stone Age project.



## Lego Robots

28 pupils at Haveley Hey Primary School were treated to a fun day interacting with Lego robots. Encouraging the children to work in teams, problem solve and develop coding knowledge, staff members from both Willmott Dixon and Salford Foundation provided a series of tasks in order to make the pupils lego robots come to life.

Learning about debugging code, abstraction and how to write algorithms, all while understanding that a computer is only as smart as the person who created and coded it, gave the young pupils a real insight into how digital will be a part of their lives and future careers.



## Employment

- So far 3 Wythenshawe residents have been employed on site in the roles of labourer, telehandler and grounds worker.
- Opportunities have been provided for 2 young men from Thorn Croft Prison to gain work experience. The Work Out Project run by Labour Ready supports prisoners back into work. The two gained experience and received excellent feedback and are looking to gain full time employment upon release.



## Apprenticeships

- 3 apprentices have worked on site in bricklaying, electrical and engineering.
- A degree-level engineering apprentice, has started working for Westshield Groundworks and will be working at the Scholars Fields project for the duration.



# Good Jobs

## Employment

Real Opportunities signposts local people to employment and training support and provides a recruitment service for local employers. 12-month placements are available that equip individuals with experience, qualifications, personal development opportunities and mentor support. A range of apprenticeship opportunities are available each year for local residents.

**190**  
people gained employment

**76**  
people stopped claiming out of work benefits due to going into employment

**13**  
people have moved into better employment

## Apprentices

In 2019, 7 apprentices successfully completed their apprenticeship.

- Directly employed apprentices worked a total of 1,442 weeks.
- Apprentices supporting our new build development projects worked a total of 97 weeks with Willmott Dixon and Caseys Construction.

**27**  
people started an apprenticeship

## Meet Joe Spencer – the Group's first Apprentice Surveyor

### How does your week work out?

I spend 4 days in the office or inspecting on the estates and 1 day at Salford City College. I am studying for a BTEC in Construction in the Built Environment and a GNVQ that covers health and safety, building working relationships as well as surveying. I also spend about 2 hours a day studying and completing the assignments. On the days I am in the office I work with my manager and the other 4 surveyors.

### What experience have you been getting?

This is my first time working in an office environment so I have been learning about managing my workload, prioritising, attending team meetings and getting used to working alongside colleagues from the wider department. I have also spent time partnering with each surveyor to observe the range of visits, inspections and projects that they are responsible for. Recently I have been given responsibility for my own projects for example:

- **A balcony repair project:** I was responsible for assessing the work required, liaising with the contractor and managing the tenant liaison through to work completion.

## Motiv8

Motiv8 provides one-to-one support to unemployed people across Greater Manchester to help them improve their lives and move closer to employment.

The project supports people aged 25+ who are less likely to gain employment due to homelessness, long-term unemployment, living with disabilities and health conditions, or drug and alcohol dependency.

Support is also provided to people who are under-represented in the labour market such as ex-offenders, lesbian, gay, bisexual and transgender people, ethnic minorities and migrant communities.

The aim is to tackle the barriers that prevent these groups from accessing support with more opportunities for education and training, improved health and wellbeing services, better financial help and new programmes to build people's confidence.



Motiv8 is funded by the European Social Fund and The National Lottery Community Fund

It is being delivered by five housing providers working across Greater Manchester.

The team based at Wythenshawe Community Housing Group is providing support for people across Manchester.

**632**  
people supported by Motiv8 during the year, 175 were homeless

**41**  
people gained employment

**97**  
people improved their self confidence leading to better employability

**110**  
people started education or training

**235**  
people improved their health and wellbeing leading to better employability



## Enterprise

The Enterprise Centre provides affordable, office space including incubation space for budding entrepreneurs. The centre is a place where local people can develop and grow their business with support on hand.



## Social value charter

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

- 17 of the businesses are owned by a local resident
- Work experience was arranged at 8 businesses, 4 of whom were based at the Enterprise Centre and the other 4 were local companies

- 11 apprentices are employed by businesses based at the Enterprise Centre.
- 110 people living in Wythenshawe are employed at the Enterprise Centre
- 14 people from businesses based at the centre volunteered for the local community



## Training

The Enterprise Centre offers one-to-one advice sessions for people wanting to develop and grow their business. Entrepreneurs leave with homework to help develop their idea and then return the following month to discuss what they discovered.





# Money and Resources

## Financial inclusion

We support tenants facing financial hardship through the provision of benefit and debt advice to help them maximise their income. This enables them to stay on top of their budgeting, including maintaining their rent payments.

A total of 651 Money Health Checks were provided to prospective tenants. As a result, 5 prospective tenants were refused on the basis of affordability grounds and 4 refused themselves due to affordability.



**127**

debt appointments held



**1,002**

welfare rights appointments held

**26**



appointments held to advise tenants affected by welfare reform changes (commonly known as the bedroom tax)



**10**

customers helped to downsize due to welfare reform



**68**

people benefited from debt advice

The service offered by our Financial Inclusion team changed during the year due to the roll out of Universal Credit full service, that started in Wythenshawe in July 2018. Upon receiving notification that a tenant is moving over to Universal Credit the team will make contact to ensure they understand the change and that they have the required information to manage the change successfully.

1,155 tenants moved onto Universal Credit during the year. Contact was made with 668 of the tenants (58%). Initial analysis shows that customers who received the call and engaged with the team were twice as likely to pay their rent on time as tenants who didn't answer the call/speak to the team.

We surveyed our tenants and asked if they thought there were any other ways that we could help them regarding Universal Credit; **86% said no.**

**"No they have done quite a lot and I appreciate it"**

**"No keep up the good work"**

**"Tenancy Support, Financial Inclusion and Rent Team are all helping and I'm very thankful"**

**"No they are really helpful"**

In addition to supporting customers on an individual basis, the team delivered numerous briefings to local residents and colleagues on Universal Credit and the implications for customers and the organisation.

**£1.4m**

financial benefits gained on behalf of

**476**

tenants

**£1.96m**

rental income generated through financial inclusion services

## Motiv8

Motiv8 provides one to one support to unemployed people across Greater Manchester to help them improve their lives and move closer to employment. The aim is to tackle the barriers that prevent them from accessing support including financial help. The support includes the provision of debt advice.

**277**

people have improved their financial and employment skills to make them more confident to access work



## Living Wage Employer

WCHG 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.

**100%**

of colleagues are paid at least the Living Wage



## Employing local people

We actively employ colleagues from the Wythenshawe area. We evaluate how many and what proportion of colleagues live in the area that we provide homes in and assess the investment made through employment and training.

**258 colleagues live in the Wythenshawe area; this represents 49% of all colleagues.**

Salaries paid to local colleagues:

**£5,840,000**

Training investment in local colleagues:

**£152,000**



# Safe and Attractive Environment

## Community safety

Activities include: targeting persistent offenders, taking appropriate enforcement action, and promoting diversionary activities in areas reporting a high number of incidents.



# 446

cases resulted in a positive outcome

## Operation Cracker

The Community Safety Team worked with the Police and local residents at Edwards and Birch Tree Court over the Christmas period following a significant increase in reports of anti-social behaviour, criminal activity, drug related incidents and the exploitation of vulnerable residents.

A wide range of measures were taken to provide intensive support and reassurance to residents; including:

- Providing on site security 24/7 to deter certain individuals from entering the blocks.
- Securing Ex-parte Injunctions against 7 individuals known to be causing problems in the blocks. The injunctions exclude the individuals from entering the blocks.
- Obtaining an 'unknown persons' injunction with the power of arrest which prevents visitors from entering Birch Tree and Edwards Court without our permission.
- Supporting vulnerable tenants most at risk into more suitable accommodation.

### Security works

Following consultation with residents a range of security measures were introduced to improve security following an increase in anti-social-behaviour and criminal activity. Additional CCTV cameras were installed in high rise blocks to provide external coverage of the main entrance, car park and the surrounding area. The cameras are linked back to the CCTV control room and have the ability to zoom in and monitor any suspicious activity in and around the block. Other measures include access controlled doors and a concierge controlled door entry system at the entrance to the block.

### Wythenshawe Integrated Neighbourhood Service (WINS)

The WINS model is a partnership 'Place Based Approach' to managing services and solving local issues. To date the WINS team has dealt with over 120 referrals, of which 58

have now been evaluated using the Greater Manchester Combined Authority (GMCA) Place Based Tool Kit.

Of the 58 closed cases, there has been a significant reduction in repeat incidents of crime and anti-social behaviour, domestic abuse, hospital admissions, and A&E attendance.

This has also resulted in financial savings being made across the services, for example:

- £125k saving due to a reduction in the number of repeat incidents of domestic abuse
- £62k savings in reduced admissions to hospitals, visits to A&E and ambulance call outs
- £44k savings due to the reduction in criminal activity and repeat incidents of anti-social behaviour



**Join the Great British Spring Clean**  
Be part of the pick

#GBSpringClean

We ran a number of events across Wythenshawe as part of the #GBSpringClean (22nd March – 23rd April). This included a waste collection service and litter pick across various sites in Wythenshawe.

Thank you to everyone who took part helping to keep our communities clean and tidy.



## Environmental services

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 tenant moving in.

20% of Manchester is classed as being tree-covered, compared to a national average of 9% in towns and cities. We are custodians of 14,000 trees and have responsibility for looking after them for future generations.

We work in partnership with Manchester City Council to maintain grass, hedges and trees on road verges and in public spaces:

- 13,600 maintenance visits under the concessionary garden scheme
- Over 3,000 maintenance visits to communal grounds and spaces
- 422 void gardens completed
- 18 million square metres of grass cut
- Carried out maintenance work to 1,244 trees

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

- 17,065 cleaning visits to communal areas
- Street cleansing team collected 9,389 bags of waste
- Carried out 1,800 waste removal jobs, collecting 193 tonnes of waste
- 1,260 hours spent supporting community clean ups, tree planting and supporting local groups





Wythenshawe Community Housing Group's Community Investment Strategy supports the Group's vision of creating communities where people choose to live and work, having pride in their homes and services.

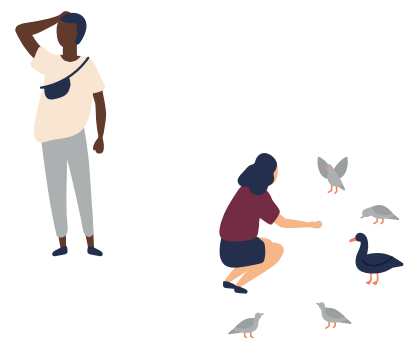
The strategy enables the Group to achieve its Strategic Plan "Towards 2020":

- **Driving social change through our community investment programme, focusing firmly on those activities that deliver the most towards our vision.**
- **Underpinning work with robust social impact measurement, clearly and consistently demonstrating the social return on our investments.**
- **Shaping our services to ensure support, advice and guidance is provided to customers impacted by changes to the benefits system.**
- **Strengthening our alignment to health and education through working with key partners.**

The strategy adds value by maximising the Group's social outcomes from its available resources. It aims to strengthen households and communities in Wythenshawe, improving their ability to respond resiliently to change and become self-reliant.

To achieve its vision the Group delivers a range of services that aim to strengthen the local community and have a positive impact on local residents. This impact has been measured and reported on each year since 2015.

Visit [www.wchg.org.uk/socialimpact](http://www.wchg.org.uk/socialimpact) for our full report and more information.





Visit [www.wchg.org.uk/socialimpact](http://www.wchg.org.uk/socialimpact) to:

- download the full version of our Social Impact Report including our methodology
- send us feedback on our social impact reporting
- watch short films on some of our projects



We would like to thank Liz Allen, accredited auditor from the Social Audit Network who has audited and approved our report and our approach to social accounting. As a result this report is a summary from our social accounts endorsed by the Social Audit Network.



## Contact Us

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

e: [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk)

w: [www.wchg.org.uk](http://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)

