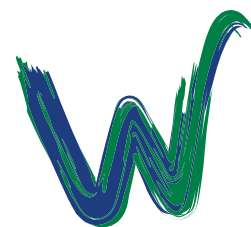


Wythenshawe Life

www.wchg.org.uk

Tenant Approved

Autumn/
Winter
2019



Wythenshawe
Community Housing Group

INVESTORS
IN PEOPLE | Platinum

Investors in People
Good Practice

Health & Wellbeing
Award

top
100
2019

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See our
Annual Report



If you
or anyone you know
would like this publication
IN LARGE TYPE
or audio format please
contact us on
0800 633 5500
0300 111 0000

CHRISTMAS/ NEW YEAR OFFICE OPENING

Monday 23 December: Open 9am - 5pm

Tuesday 24 December: Open 9am - 1pm

Wednesday 25 & Thursday 26 December: Closed

Friday 27 and Monday 30 December: Open until 4pm

Tuesday 31 December: Open 9am - 4pm

Wednesday 1 January 2020: Closed

Thursday 2 & Friday 3 January: Open 9am - 5pm

To report an emergency repair please call 0800 633 5500

Knowing our tenants better

We have been re-awarded the prestigious Customer Service Excellence (CSE) accreditation, this time with an outstanding eight compliance plus distinction marks.



CSE measures quality of delivery, timeliness, information, professionalism and staff attitudes and challenges organisations to know their tenants better. We first received the award in 2013 and are assessed annually.

The Bishop of Manchester, The Right Reverend, Dr. David Walker said: *"One of the best indicators of customer excellence is that we treat the people who live in our properties, receive our services, or engage with us in other ways, as much more than customers. This award bears witness that customers are never simply that. They are our neighbours, our friends, our advisors, our partners, in the task of making Wythenshawe the community that we all want it to be."*

Fab four shortlisted

We were proud to be shortlisted in four categories for the Women in Housing Awards which celebrate the achievements of outstanding women working in the housing sector.

Shortlisted from WCHG were:

- Finance Professional of the Year - Jo Woodcock
- Improving the lives of women in communities - Wythenshawe Safespots
- Professional of the year - Christine Bogard
- Team of the year - Operation Cracker

Jacque Allen, Executive Director of Housing, said: *"We are really proud of our colleagues, who have shone nationally being shortlisted in four categories for the WIH awards. They all work extremely hard for the Wythenshawe community and are a credit to their professions."*



Top ratings for Governance and Financial Viability - again!

We have maintained the very highest regulatory ratings a housing association can achieve for Governance (G1) and for Financial Viability (V1) following an in-depth assessment conducted by the Regulator of Social Housing.

Our ratings reflect the Regulator's confidence in our:

- Strategy
- Structure
- Financial Resilience
- Risk Profile and Mitigations
- Governance

Group Chief Executive Nick Horne said: *"We are immensely proud of retaining these top ratings for governance and financial viability. It is a strong reflection on the hard work, commitment and dedication of all our colleagues. Despite receiving these great results we will not become complacent, we will not tire to look at new ways of improving our services for our customers."*



Nick Horne, New Group CEO opens Scholars Fields show home and sales office

The sales office and show home for Scholars Fields – the largest project to date by our development arm Garden City Homes – is now open.

The £26m Scholars Fields incorporates 147 2 and 3 bed homes – a mix of 80 shared ownership, 29 outright sales and 38 rent-to-buy apartments – and forms part of our £100m pledge to deliver 836 new homes over the next few years.

Built on Simonsway adjacent to the Manchester Enterprise Academy, it is expected to be completed in summer 2020.

The development is part funded with a £3.3m grant from Homes England, the government's affordable housing agency. See page 8 for more details on opening hours.



SCAM WARNING

Scammers target members of the public with Amazon Prime scam

Action Fraud has received hundreds of reports of a scam where victims receive an automated phone call claiming they've been charged for an Amazon Prime subscription. The phone call informs people their personal details have been fraudulently used to subscribe to Amazon Prime, however, they can cancel the transaction by pressing 1. When victims do this, they are automatically connected to criminals posing as Amazon custom service representatives who remotely access their computer and steal their personal and financial details.

Never install any software as a result of a cold call. Unsolicited requests for remote access to your computer should always raise a red flag.

Always question uninvited approaches in case it's a scam. Instead, contact the company directly using a known email or phone number.

Have the confidence to refuse unusual requests for personal or financial information. It's easy to feel embarrassed when faced with unexpected or complex conversations. But it's okay to stop the discussion if you do not feel in control of it.





WCHG App Has Launched



Visit our website for more details and download the app:



Register your WCHG account to access key services such as:



Order a repair, check your repair history or book a Gas Service



Pay your rent, check your history or set up a Direct Debit



Get help and advice on Universal Credit, Housing Benefit, Under Occupancy Calculator



Report anti-social behaviour in your area



Get involved and help shape your services



Update your account details at any time



Universal Credit survey

– helping improve our advice



In July we asked all our tenants currently claiming Universal Credit (UC) to tell us about their experiences - and 70% of those who had taken the option of an advance on their first payment said they were in financial hardship having to pay it back.

In response to the question “On a scale of 1-10 how likely are you to recommend the WCHG’s financial inclusion service to friends and

family (if they were to be affected by Universal Credit)?” the average answer was 6.8.

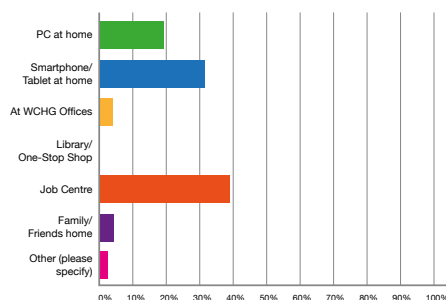
We are now using data from the survey to improve how we can help new claimants. Please also see page 28 for more details, and where to access IT support.

The following are some of the questions we asked and the responses:



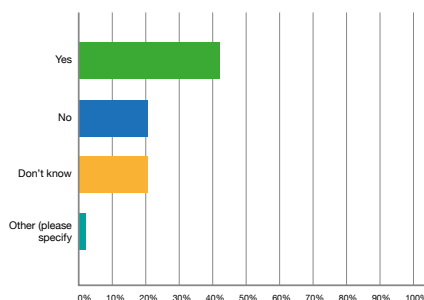
Q16 Where did you make your claim?

Answered: 161 Skipped: 3



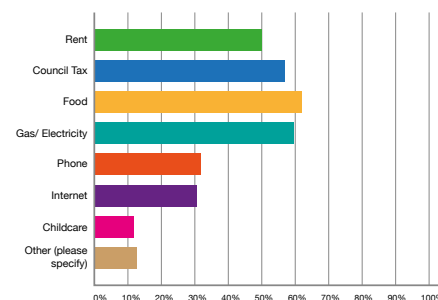
Q33 When you received your first payment from Universal Credit, was the amount correct?

Answered: 160 Skipped: 4



Q39 Have you struggled to pay for any of the following since claiming Universal Credit (tick all that apply)

Answered: 144 Skipped: 20



Accessing Universal Credit

You will need to have access to the internet and an email address you use regularly to claim UC. There are lots of places where you can access a computer to make your claim across Wythenshawe and we run courses at Benchill Community Centre to help everyone develop their computer skills.

The answers to the survey showed many people were unsure about their claim being correct and that the transition to monthly payments can often lead to hardship.

How we can help

Please contact our Financial Inclusion Team on **0300 111 0000** or **0800 633 5500** or email moneyadvice@wchg.org.uk for support with things like budgeting, employment advice and tenancy support and any concerns over making a UC claim.

Advance UC payments – how they work

As part of the UC claim process you can get an advance of up 100% of your first monthly payment, but will have to pay this back over the following 12 months.

Example

Your first estimated payment is £251.77 and you get £251.77 as an advance.

You choose to pay back your advance over 12 months, which is £20.98 per month. You'll get £230.79 on your first payment date - this is your first payment minus the bit you're repaying (£251.77 minus £20.98).

Getting to Zero Carbon

Greater Manchester has committed to reaching zero carbon emissions by 2038. Getting our emissions down to zero means we need to reduce the carbon we put into the atmosphere by 13% **every year**.

Alongside other businesses, we have signed up to meet that target. The built environment contributes around 40% of the UK's carbon footprint, so as a house builder and a landlord, we have a big part to play – we need better insulated buildings, more sustainable building processes, investment in renewable energy and to plant more trees than we have to remove.

We have hired environmental consultants to do the calculations for us – to add up all of the carbon emissions we are responsible for and identify the biggest opportunities for improvement.

As we went to press, we were analysing initial findings and will be reporting on them and on how we are developing a strategy for reducing our carbon footprint in the next issue.



Electric van

Our first step to a green Wythenshawe Works is the addition of our first electric van.

There is a small carbon cost associated with the electricity needed to charge the van, but compared to a diesel or petrol fuelled vehicle the emissions are minimal.

What you can do...



Reduce food waste

All food takes carbon to produce, meat and dairy are a lot worse than vegetables and pulses, so the less you waste, the lower your carbon emissions. When you throw food away, compost what you can and recycle packaging

Get a reusable shopping bag

They look nicer and will save you money in the long run as they last for years



Drive Less

Make short journeys on foot. It is good for your health and the environment



Change lightbulbs to LEDs

Next time you need to replace a bulb change to LEDs. They use a quarter of the energy of incandescent ones and last up to 25 times longer



Make sure car tyres are pumped up

you will use less fuel



Unplug devices when they are not in use



Helping you live independently

Manchester City Council provides a free equipment and adaptations service through Manchester Services for Independent Living (MSIL) to help you live independently in your home for longer.

Their equipment can make life safer and easier, helping you with day-to-day tasks such as cooking, bathing or getting around - shower stools, raised toilet seats, commodes and special beds are examples.

If you feel they might be able to help you, call MSIL on 0161 234 5001 to discuss what is available and they will arrange for it to be delivered or collected.

They can then instruct us to install adaptations such as lever taps, grab rails, handrails, half-steps and any sensory equipment for you, **but we can only do so once instructed by MSIL.**

Alternatively, talk to our Adaptations Team on 0161 946 9159 / 0161 946 9546 who will ask you a few simple questions and will then send your referral

to MSIL who will get in touch.

For major adaptations you might get funding through a Disabled Facilities Grant – wider doorways, ramps, downstairs bathrooms, adapted kitchens, wet rooms, walk-in showers and stairlifts, for example. Assessment Officers will visit you at home to discuss what would be appropriate

for you and guide you through the process of applying for the grant.

Equipment and adaptations will not affect any benefits you get.



In The Spotlight

Our work in the community has been recognised at this year's This Is Manchester Awards with five nominations.

The annual awards ceremony celebrates the flourishing food and music scene, live events and individuals championing change in Manchester.

Judges include Wythenshawe-born Ged Doherty, Chairman of the BRIT Awards and co-founder of Raindog Film; Manchester Pride Chief Executive Mark Fletcher and ex-Manchester City star Joleon Lescott.

Nominations shortlisted were;

- The Wythenshawe Games along with Wythenshawe Pride for 'Best Leading Event'.
- Faye Greaves, our volunteer co-ordinator, and Kirsty Taylor from the Bideford Centre for the 'Individual Making A Difference In The Community' award.



- Lucy Marshall, who won last year's tenant participation award, and Shannon Stone for the 'Emerging Talent' award.

Group Chief Executive Nick Horne said: "We are responsible for nearly 14,000 homes across Wythenshawe and employ over 500 people in the local area. We are delighted to be recognised at these prestigious awards, especially in what are extremely tough categories, showcasing the best that Manchester has to offer."



"We are very proud of the work that we are doing here in Wythenshawe and these awards demonstrate that tenants truly are at the heart of everything that we do."

"I would like to thank all the hard work and dedication of our colleagues in getting this far and best of luck to everyone involved."



SCHOLARS FIELDS

M22 9QX



A charming collection of 2 & 3 bedroom homes available from £90,250*



*Price based on a 50% share. Rent payable on remaining share.

Our stylish homes are finished to a high specification; these homes boast open-plan kitchen diners, generous gardens and parking.

With plenty of space for living and dining, spending time at home never felt so good.

With excellent schools in close proximity as well as being only eight miles from Manchester City Centre these properties are sure to be a popular choice.

Show Home Open

Friday	10.00 - 17.30
Saturday	10.00 - 17.00
Sunday	10.00 - 16.30
Monday	10.00 - 17.30

T. 0161 885 1786

E. enquiries@gardencityhomes.org.uk

Fire safety



Having fitted smoke and fire detection in all our multi-storey blocks we are now well in to our sprinkler installation scheme working with the fire department and expert fire assessors to ensure the safety of our residents. We have also fitted some of our blocks with new fire-fighting lifts where they were due for replacement.

Check out the new High Rise Safety Page on our website - www.wchg.org.uk/high-rise-safety/

Security upgrades

New security equipment is going in at Brookway Court, including new CCTV cameras and a concierge contact panel which is monitored by our Assure 24 team. Residents will be better able to control who has access.

At a tenant consultation event, residents were shown the equipment that will be installed in their flats and feedback was very positive.

We are also installing new railings to Benchill and Hollyhedge Courts to provide additional security for our tenants.



Investing and improving

The roofing contract in West Wythenshawe is progressing well with very high customer satisfaction rates.

As part of the roofing programme, we are taking the opportunity to replace existing door canopies on properties in Minsterley Parade. The old canopies were removed, and the tiles, which are now obsolete, have been salvaged for use by our in-house Wythenshawe Works team for repairs. The new glass reinforced plastic (GRP) canopies significantly improve the appearance of the properties. The roofing team will be back in the Peel Hall area in 2020.



We are currently installing new internal soil stacks in Brookway Court and will be looking to do so in other high-rise blocks where the stacks require renewing. We have also put new lifts into some high-rise blocks.



Volunteering with

Real Neighbours. Wythenshawe.



Timebanking UK

Real Neighbours are a friendly group of more than 200 registered volunteers who support projects and activities in Wythenshawe. Since 2013, our volunteers have given over 50,000 hours of their time to deliver community-led projects that bring people together, reduce social isolation and increase opportunities for local residents.

What activities do volunteers support?

Every volunteer has something unique and valuable to contribute and they are involved in a wide range of community groups and events. These include:

- The Grand Day Out group for people over 55
- Bideford Centre in Baguley
- Coffee mornings in Johannesburg Gardens
- Environmental projects
- Community fun days
- The Wythenshawe Games
- Parents and tots groups
- IT skills classes
- And much more....

The Real Neighbours team regularly connect volunteers with new opportunities.



Why volunteer?

Whatever your age or experience, volunteering can have great benefits for you and for the community. Real Neighbours Wythenshawe gives you a chance to meet new people, get active, discover new interests and share your talents with others. Many volunteers say taking part has improved their mental and physical health, taught them valuable skills and allowed them to make new friends.

You will also have the chance to become a member of the Real Neighbours Wythenshawe Time Bank, where you can create your personalised volunteer profile, record your volunteering hours and connect with volunteering opportunities. Our Time Bank has over 50 active members exchanging time as a currency and earning Time Credits for their contributions to the community.



How to get involved

We welcome anybody who would like to volunteer, regardless of your abilities or experience and we help you access opportunities that are right for you. We provide a one-to-one induction for every new volunteer so we can get to know you and learn about any support needs you may have.

To book your volunteer induction, email an enquiry to volunteer@wchg.org.uk, or call 0161 946 6447 to chat with a member of the volunteering team.



News from the courts



- The ASB team has secured an ex-parte injunction with power of arrest against a tenant who was involved in a knife incident at Birch Tree Court. The injunction also excludes the tenant from the block. The incident was reported to the Police and the tenant has subsequently been arrested and charged with the offence
- An eviction was carried out at a property in Birch Tree Court after a tenant breached an injunction by continually allowing drug taking and drug dealing from the property
- The ASB team has secured a 2-year injunction with power of arrest against a tenant who continued to make violent threats to her neighbour following a neighbour dispute in the Poundswick area
- The team has also secured an ex-parte injunction with the power of arrest against a leaseholder who verbally abused and threatened a member of the Tenancy Management Team

Combatting Anti-Social Behaviour

Following resident consultation, work is now underway to install additional security features to Benchill Court, Hollyhedge Court and blocks C and D at Village 135.

The improvements will help combat an increase in Anti Social Behaviour and youth nuisance and deter unwelcomed visitors from entering the blocks. The work includes additional boundary fencing, access-controlled vehicle and pedestrian gates, and the closure of the footpath to the side of Benchill Court.

Performance info

100% customer satisfaction with ASB service : **189** ASB cases dealt with since April 2019

85 average numbers of days to resolve a case : **20** legal actions secured to date

Knife Crime Awareness Workshops

In response to recent increases in knife crime, Assure 24, in partnership with Greater Manchester Police, delivered a series of workshops to 10 primary schools across Wythenshawe.

Pupils are encouraged to take part in role plays, discussions and learn about the dangers of knife crime in a creative and educational way. They also learned about



the dangers of carrying a knife, the impact of knife crime, how to make safe decisions and the impact this has on the wider community.

Assure24 continue to provide valuable support to the Police and over the past few months they have provided CCTV footage of 74 incidents which has led to 34 arrests for theft, assault, robbery, drink driving and drug related offences. Recent successes include;

- Providing footage of a serious knife attack on a male in Birch Tree Court which subsequently led to the arrest of a female.
- Notifying the Police of two males caught on camera acting suspiciously in the Benchill area. The Police attended and arrested the two males who were caught carrying out a

burglary at a property on Newhey Road.

- Monitoring on camera the behaviour of a female acting suspiciously in a car on Gladeside Road. The Police attended and the female was arrested for drunk driving and possession of a Class A drug.
- Assisting the Police by providing footage and the location of two males who committed an armed robbery at Sale Circle.

If you witness any suspicious activity or wish to report anti-social behaviour or criminal activity in your area please ring Assure24 on 0161 946 9501



Andy Burnham, Mayor of Greater Manchester said:

"It was a great honour to be invited to speak at WCHG's Tenant Conference which enabled me to place the spotlight once again on the issues surrounding the homelessness crisis and the positive ground gained to support people to get off the streets."



Chair of the WCHG Board, The Bishop of Manchester, Doctor David Walker said:

"I'm proud of the way WCHG is playing its part in combatting homelessness in our city, both in helping our tenants to survive and thrive in their homes and in helping find homes for those who have ended up with nowhere to live. It is all too easy to end up on the streets, and too many people across our city have faced that experience in these last few years. Whilst we still need major improvements in how our national government delivers services that reduce, rather than increase, the numbers becoming homeless, in Manchester we have made substantial strides in the last few years."



Chair of the Tenant Committee Janet Papworth said:

"It was really great to see so many tenants attend and in my opinion the best conference yet. Thank you to all the Community Team who helped run the event on the day, see you all again next year."



If you would like to get involved with WCHG or find out more about the range of ways that you can get help, please contact the Involvement team for a chat on **0300 111 0000** or **0800 633 5500** or email **getinvolved@wchg.org.uk**

Domestic Violence at Christmas



For most of us, Christmas conjures up images of cracker jokes, mulled wine and a haze of Christmas parties. But for others, Christmas is the most feared time of the whole year. Domestic abuse (DA) rises significantly during the festive period affecting both men and women having a significant impact on the family unit. Not a year goes by when we don't see a seasonal spike in incidents reported to the Police.

The combination of financial pressure, free-flowing alcohol and being cooped up in close quarters, exerts additional burden on relationships. In an abusive relationship, this pressure is multiplied.

“Many women want to keep it together for the children and so they wait until Christmas is over to call.”





The time of year when tensions rise

One victim of domestic violence said, “It’s the hardest time of year. The violence is so much more poignant. Everyone ran around to make sure he didn’t get upset. Hyper-vigilant to whether he was going to lose it,” she explains.

“With booze on tap, things spiralled out of control, he would drink to enable himself to lose his temper, it was deliberate. Alcohol was an excuse to use violence. He would drink all day and where most people would have dropped unconscious on the floor, he’d carry on. The lights would be on but there would be nobody home. He’d just end up beating me up.”

Executive Director of Housing Jacque Allen said, “The Christmas period can be a tough time for many for lots of reasons such as additional financial strain, feelings of loneliness, the perceived expectation to be full of cheer and excitement and of course for those who suffer DA who aren’t safe in their own home. We know DA happens 365 days a year but we also know that reported instances significantly increase during and immediately after the festive calendar, accessing services can be more difficult as can other support networks such as family and friends.

WCHG is a member of the CIH Make a Stand and Placeshapers #WeCare initiatives and whilst all year round we provide a range of support services for those suffering DA, we know it’s important during the festive period to provide additional support, so we pledge to;

- Raise awareness of DA as part of our on-going safeguarding work
- Carry out additional welfare checks on those we know are suffering either from the effects of DA and try to identify others who may be vulnerable and need additional support
- Provide additional financial and safety support to those in need of assistance - keeping people safe will be our priority

- Provide additional resources to our out of hours colleagues who work 24/7 during the festive period

We ask everyone to be alert to anyone who appears to be suffering DA and let us know on the different numbers we have provided.

While incidents of domestic violence rise at Christmas, calls to the National Domestic Violence Helpline actually decrease during the festive period. According to **Polly Neate, Chief Executive of Women’s Aid**, this is because, “Many women want to keep it together for the children and so they wait until Christmas is over to call. Plus, if they are in close quarters with the perpetrator, they are probably being monitored very closely.”

If you are concerned about someone or need help contact WCHG on 0800 633 5500 (FREE FROM A LANDLINE), 0300 111 0000 (LOCAL RATE FROM A MOBILE) or Wythenshawe Safespots at <https://safespots.org.uk/access-help/>



Woodhouse Park
Lifestyle Centre



Woodhouse Park Lifestyle Centre

Portway (junction with Selstead Road), M22 1QW

Tel: 0161 436 0560

www.WoodhouseParkLifestyleCentre.co.uk

Facebook: Woodhouse Park Lifestyle Centre

Twitter: @WPLifestyleCent

Your local community centre with activities and events for all ages. Open 7 days a week. Membership is free and everyone is welcome. Come along and see what we have to offer - from sport and leisure, to kids activities, youth clubs, over 50s groups and a great on-site café serving hot and cold food and drinks.

New Look for 2020

Consultation on the refurbishment of the reception and café areas of the Centre is now complete and we are looking forward to making this community asset even more fabulous in early 2020! Keep up to date by following our twitter and facebook accounts.

WHAT'S ON?

Here's a taster of just some of the fantastic activities on offer at the Centre each week:

Mondays

ESOL Intermediate English 4.30pm – 6.30pm **Free**

Karate 7pm – 8pm, first session **£6.00** then **£3.00**

Tuesdays

Wrestling 6pm – 7pm **Free**

Street Dance Ages 10+ 6pm – 7pm **£5.00**

Wednesdays

Tots of Fun Group 9.30am - 11.30am **£1.00**

Bowling 1.30pm – 3.30pm

Thursdays

Yoga 10am – 11am **£3.00**

Belly Dancing 7.30pm – 8.30pm **£5.00**

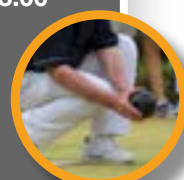
Fridays

Senior Citizens Club

(fortnightly) 1pm – 3.30pm **50p**

We also have football pitches and netball/basketball courts available to hire.

Check out our Facebook page or website for our full list of activities.



Treat yourself in Styles!

It may be cold outside, but there's always a great selection of warming hot food and drinks at our popular Styles Café. Pop in to enjoy a coffee with friends or treat yourself to one of our daily hot specials.

OPENING TIMES

Mon – Fri 9:00am – 14.30pm

Sat 09:00am – 12noon



PITCH HIRE

Enjoy a game with your team or a group of friends on one of our four floodlit, 3G Astroturf pitches.

- Competitive rates
- 5-a-side football
- Hockey, netball, lacrosse and other team sports
- Also available for kids parties, events or fitness classes
- Pay-before-you-play or block bookings taken

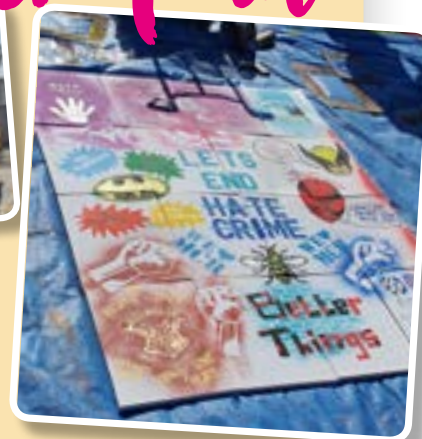
Call us to find out more on 0161 436 0560



Happy memories Summer Fun



Our Summer Funday raised a fantastic **£500** which will be used to purchase new equipment and resources for the tots group.





Benchill Community Centre
Benchill Road, Benchill, M22 8EJ

Tel: 0161 945 0879

www.benchillcommunitycentre.co.uk

or **Facebook** [benchillcommunitycentre](#)

Twitter: @benchillcomcent

A centre for all the community, here in Benchill with activities including after school clubs, health and fitness sessions, holiday play schemes, parents and tots clubs, computer courses and much more. We also have a sensory room and a floodlit Astro pitch available to hire. Check out our website or Facebook page for full details.

WHAT'S ON?

We have wide range of activities for all ages here at the centre. Here's just a selection of what's on offer each week:

Mondays

Over 50's beginners IT class 1.30pm – 3.30pm **Free**
Zumba 7.30pm – 8.30pm **£1.00**

Tuesdays

Sarelles Morris Dancing 6pm onwards
£10 per month

Wednesdays

Miss Fits Keep Fit All ages 6:30pm – 8.30pm **£2.50**

Thursdays

Youth Hub 11-16 year olds 6.30pm – 8.30pm **Free**

Fridays

Parents and Tots Group 9am – midday **50p**

We also have football pitches and rooms available to hire.

Check out our Facebook page or website for our full list of activities.



Sensory Room

Our sensory room is a relaxing experience for all ages and can be booked for one-off or recurring sessions.

It is particularly beneficial for young children, and children with special needs. Facilities include a waterbed, interactive sound wall, infinity tunnel, animated projections and sounds, aromatherapy diffuser, laser star projector and sound activated lighting. Cost: £2 for 30 minutes per person (parent/carers free)

Bereavement Support

If you have been affected by the loss of a loved one, come and join our weekly bereavement support sessions. There is a friendly atmosphere with different activities each week, including arts and crafts, bow making, drama and socialising. Sessions are free and run **every Monday between 3.30pm and 5.00pm.**



Family Fun



More than 2000 visitors enjoyed this year's Family Fun Day at Benchill Community Centre. Free fairground rides, stalls from local businesses, food and drink and a range of activities meant everyone had a great time and we raised some money to put back into the wonderful centre.



Youth Hub

Our youth hub is open for all young people aged 11 to 16 and is free for everyone with plenty of activities that change on a weekly basis. It is a great place for young people to meet and socialize **every Thursday from 6pm - 9pm.**



Topping the Stock Market challenge

Saint Paul's students took top honours at this year's **Stock Market Challenge** for schools held at The University of Manchester, turning their initial "investment" of £21,000 to a final total of £55,500 in stocks and shares.

Schools from across the North West took part. The challenge provided students with a chance to increase their business and economic understanding, put their mathematics to the test and develop key skills such as team working, problem solving, critical thinking, analysing information and communication.



Mr Paul Seddon, Head of Maths at Saint Paul's, said:

"We were delighted that the Saint Paul's team came first in the competition. Our students really enjoyed taking part as everything was so realistic and it gave them a chance to put what they've learnt in Maths and Business Studies into action."



Student Christine told Mike:

"My role model is my Mum because she worked really hard to give me what she never had," and budding designer Josh said, "My role model is my Uncle because he works as a graphic designer and I'd love to work in that field."

Newall Green students took part in a BBC Radio Manchester's pop up studio in Wythenshawe town centre as part of their 'We Are Wythenshawe' week.



They talked live on Mike Sweeney's morning show about their aspirations.

Christine hopes one day to work with youth and community groups and was able to speak to local youth workers about what their roles were and how they got into the field. Students also were able to have a Q&A session with Chris Brindley, BBC News Editor, about his profession and career journey, and local vocalist Harriet Curry who performed on the BBC Introducing stage.



Student Raiba said:

"Going on the radio and also getting to ask loads of questions to the presenters and editors motivated me to be more confident when speaking to people. It was really good to find out what happens behind the scenes."



Diversity Awards for MEA



Manchester Enterprise Academy (MEA) has been building on its Diversity Ambassadors success with more Rainbow Flag Awards in the Supportive Governors & Parents, Skilled Teacher and inclusive Curriculum categories.

These are in addition to their 2016-17 Youth Buzz Award and 2017-18 "Be Proud" Award for their outstanding work in bringing communities together.

The academy is grateful to the business community, in particular Google and YouTube, for their contribution in running 'Google Be Internet Citizens' workshops at the academy to combat hate speech online.



Over the rest of the academic year, Manchester Enterprise Academy will work to deliver Diversity Role Models workshops for Year 9 students covering the importance of inclusivity. Year 7 students will be studying 'community and diversity'.

A thought provoking poem written by Year 10 students includes the verses

"We can make a difference by what we do and say,

Against the intolerance and injustice some people suffer every day,

It's OK to be different, let's honour who we are,

Make our world a safer place for all of us far and near."

Following the writing of the poem, two Year 10 Diversity Ambassadors, Jordan and Milly, discussed diversity, prevent and their knife crime work in the community on Wythenshawe FM.

BBC's Steph Opens New Teaching Building

Manchester Health Academy's new English and Maths Building has been officially opened by BBC Journalist and Presenter, Steph McGovern.

In her keynote speech, Steph talked of the importance of schools like the Academy, where students are encouraged to develop vocational skills as well as academic ones, and are given opportunities to learn about the world of work.

A three-year, £10 million transformation programme of the Academy's estate has seen the addition of an FA standard pitch, and the new Maths and English building with its innovative and inspiring learning environment and



investment in learning and teaching technology.

Results Improve - Again!

For the second year running, there were improvements in the number of students at Manchester Health Academy achieving Grade 4 and Grade 5 or higher in both English and mathematics combined. The proportion of students achieving the highest grades also increased.





Help get your 2020 vision

WCHG's Employment team can support you to achieve your 2020 vision and kick the New Year off with a new job.

Whether you are looking at removing some hurdles to get yourself a new job or you would like some advice on how you can progress in your current role, the Employment team can help!

Over the last three years we have supported over **386** Wythenshawe people into work. Could you be next?

We offer a number of opportunities throughout the year that provide an opportunity to kick-start a career.

Business Administration, Mobile Estate Officer, Caretakers, Street Operatives and Housing Trainees are just some of the opportunities.

Meet April and Caroline on the opposite page and find out how our Futures programme has helped April become a works planner and how the Enterprise Centre helped Caroline set up her very own business.



Contact the Employment team today! 0161 946 1056
www.wchg.org.uk/careers/wythenshawefutures/

NEED SUPPORT TO GET BACK ON TRACK?

"I'd been suffering with depression for some time and was also recovering from thyroid cancer when I was made redundant. I didn't know where to turn...until I found **Motiv8**. They looked at the whole situation and we worked together to create a personal action plan specifically focused on my needs. This has been great for me. I've been given so many useful opportunities and I've grabbed them with both hands!"

www.motiv8mcr.org/success-stories/kriss-story



- Aged 25 or over?
- Not in work or training?
- Live in Greater Manchester?
- Got lots of challenges and barriers preventing you from getting back on track?

Get in touch to see if Motiv8 can help:

- 0161 331 2048
- info@manchesterbbo.co.uk
- www.motiv8mcr.org



Future's looking bright

April Plummer: Works Planner

"Before starting at WCHG I was studying at Manchester Enterprise Academy in the sixth form. Following this, I took a year out of education in order to search for a job and gain whatever experience I could. I had kept in contact with my head of sixth form who was starting his new job at WCHG as an employment officer. He put me into contact with Mandira who then made me aware of the Futures programme and how to go about applying.

"In June 2019, I started my

role as a works planner at Wythenshawe Works. My duties as a works planner include; distributing jobs to technicians, raising jobs, arranging appointments with tenants, using Orchard and First Touch to ensure jobs are being completed. I also help out with administration duties and best of all, I ensure good customer service at all times.

I have gained a lot of knowledge and experience during my time at WCHG. This job motivates me and has definitely improved my



social skills by interacting with colleagues and tenants daily. I really enjoy working at WCHG!"

Create your own job

Credit: Glenn from Blue Ribbon Photography



Caroline's story

Where are you from?

Woodhouse Park

What is the name of your business?

C&K Hampers and Gifts
(www.ckhampersandgifts.co.uk)

What does your business do?

We sell handmade gifts for all occasions

Where did you get the idea?

I have always made gifts for friends and family. I then decided to start-up a Facebook page and it's grown from there.

What was the biggest hurdle when getting your business off the ground?

Having the confidence to go for it!

How has The Enterprise Centre helped?

Without the help of Jen (Business Advisor) and the Enterprise Centre, I wouldn't have started my own business. Jen has been a fantastic help and the Enterprise Centre has given me a brilliant opportunity to grow!

What is the one piece of advice you would give someone with an idea?

Just go for it! Because if you don't, you will never know if it could have worked for you.

As well as helping people find work, the Employment and Enterprise Team also supports people to develop an idea and turn it into a business. Get the skills that will get your business off the ground - it is what entrepreneur Caroline Reilly did!



Find out more about how our Employment team can help you. Contact them today! Call 0161 946 1056 or visit.

**www.wchg.org.uk/careers/wythenshawefutures/
www.wythenshaweenterprise.com
Find us on Instagram and Facebook**

Budget well to avoid a festive hangover



Christmas is a time for giving but you don't want to be saddled with bills and debts you can't afford in the New Year. To enjoy a financially stress-free Christmas plan ahead and avoid a financial hangover:



Everyday bills still need to be paid – pay priority bills first including rent, council tax and utility bills



Set aside a small amount each month or week. Credit unions like Manchester or South Manchester Credit Unions often have Xmas savings clubs. Alternatively set up a savings account with your bank



Set a budget and stick to it – shop around for the best deals for presents and for festive food and drink



Avoid using credit – it will cost a lot more in the long run with interest payments. If you have an unexpected change in circumstances you may not be able to afford any regular payments you have committed to

If you need budgeting advice contact our Financial Inclusion Team on: 0800 633 5500 (free from landlines) / 0300 111 0000 (local rates from mobiles) or email moneyadvice@wchg.org.uk

Ways to Keep Warm this winter ...

Making a few simple changes can save energy and money and keep you warm.

1. Dress in layers, wear wool if possible and thicker socks and slippers
2. Enjoy warm drinks
3. Open curtains/blinds during the day to let the sun in
4. Close curtains at dusk to stop heat escaping through windows. Block draughts with rolled up towels or homemade draught stoppers
5. Pile extra blankets on your bed and snuggle up in a blanket whenever you're sitting down
6. Wear a hat to prevent heat loss
7. Do something active (exercise, clean the house etc.)
8. Always turn off the light when you leave a room
9. Use energy-saving light bulbs
10. Don't leave appliances on standby or laptops and mobile phones on charge unnecessarily
11. If you use a dishwasher don't put it on until it is full and always use the ECO setting
12. Turn down radiator thermostats in rooms you're not using
13. Try to only boil the water you need. (cover the element with water if an electric kettle)
14. Dry your clothes outside during nice weather
15. Ask your energy supplier about smart meters to get accurate readings



THE GREAT MANCHESTER SLEEPOUT

CEO Nick Horne and Assistant Director of Community Investment Sarah Klueter took part in the Great Manchester Sleepout in November to raise awareness to end homelessness in all its forms. Through sponsorship they helped to raise a staggering £640 for the Great Manchester Sleepout which WCHG is matching, so in total we will be donating £1280 towards the cause.



WYTHENSHAWE FOODBANK - CAN YOU HELP

Wythenshawe Foodbank has four centres that provide a six day week foodbank operation – and donations are always welcome.

Where possible please make donations to the one permanent collection point in Asda Wythenshawe, on Swan Walk. This collection point is emptied at least once if not twice a week and brought to Unit E to be processed.

Should anyone want to donate to the Foodbank and have a large donation (in excess of two carrier bags) then we would welcome these being donated at Unit E, 10-11 Etrop Way, Wythenshawe, Manchester, M22 5RL on Monday and Wednesday morning during our volunteer sessions.

We are in most need of the following items for our Christmas collection: -

- UHT Milk
- Fruit Juice/Squash
- Sugar
- Tinned Fruit
- Tinned Meat
- Tinned Fish
- Christmas Puddings
- Selection Boxes
- Coffee

No Alcohol to be donated!



What to donate and where:

- Non-perishable food – Asda collection point or (for large donations) Unit E
- Baby Items (nappies, wipes, food) – Unit E
- Clothes to Bideford Centre
- Plastic Carrier Bags direct to each foodbank centre

Contact

Mobile: 07410943950

Twitter: @wythfoodbank

<https://www.facebook.com/Wythfoodbank>

<https://wythenshawe.foodbank.org.uk>





Wythenshawe Games



More than 20,000 participants took part in the eighth annual Wythenshawe Games in July.

Themes included American Sports, This Girl Can, Sport for All and a Family Fun Weekend, with disc golf, roller derby and horse riding events for the first time.



Organiser Lou Englefield from Pride Sports said:

"Our busiest event ever, this year's Games was a huge success! We are so thankful to the local sports clubs, national governing bodies of sport, and professional clubs who supported the event and especially to the many volunteers who are helping us reach new audiences and get more people active year on year."



FACT FILE

20,000+
participants

1,557
visited Health
Zone stalls

3,000+
children aged 5 and
under took part

300
enjoyed extra
wellbeing
activities

6,470
in the most popular event, **This Girl Can**

The Wythenshawe Games launched in 2012 as part of the legacy of the London Olympics and is a partnership between Wythenshawe Community Housing Group (WCHG), Manchester City Council, Wythenshawe Forum and Pride Sports.

For more information go to
www.wythenshawegames.org.uk



THE GREEN DOCTOR WILL SEE YOU NOW

Autumn and Winter is a lovely time of the year especially if you are harvesting food you have grown yourself or have helped others to grow.

Falling temperatures do not mean you have to stay indoors. If your answer to any of the following questions is 'yes' then pick up the phone and call Real Food to join in for a healthier, happier life.

- Does a guided walk through Wythenshawe Park followed by a hot drink and some friendly company interest you?
- How about a growing workshop in a warm greenhouse?
- What about making your own festive wreath in time for Christmas?

You might also be interested in:

- Real Food Wythenshawe weekly activities and workshops in green locations across Wythenshawe
- Food growing in Wythenshawe Park Horticultural Glasshouse on Wednesday afternoons 1pm to 4pm and Thursdays 11am to 4pm

There is no need to book, just drop in and stay as long as you wish. There are opportunities to develop new friendships, increase support networks and build confidence.

Green Doctor sessions are also available at 'The Edible Interchange' at the Bus & Metrolink station, Forum Square, Wythenshawe and the Geodome. Manchester College, Brownley Road Campus.

Please contact Kay Bamford for more information.

Telephone: 0161 946 9116 Email: realfoodteam@wchg.org.uk

Real Food Wythenshawe is a Community Fund project and project managed by WCHG. Follow us at:

www.realfoodwythenshawe.com
on twitter **@realfoodteam** or call the team on **0161 946 7554**.



COOKING WITH CONFIDENCE

The launch of the Real Food Cooking School has proved so popular we have had to limit class attendance and you need to book to avoid disappointment. The free weekly sessions are held at Unit-e, Wythenshawe Civic Centre (between Farmfoods and the chip shop).

During the Autumn, Real Food held weekly classes to support people to cook on a budget – healthy eating and saving money.



If you want to learn how to cook from scratch and take control of your health, your budget and your life please book in. Contact Pam Moran for more information. Telephone: 0161 946 9167 or Email: enquiries.realfoodteam@wchg.org.uk

DON'T FORGET

The Real Food Kitchen continues to offer healthy, delicious food tasters every Tuesday and Thursday lunchtime at Wythenshawe Indoor Market. Recipes are available for you take home to make the dishes for yourself.



Real Food. Wythenshawe.

Christmas Dinner

on a Budget

For a lot of people Christmas is a wonderful magical time of the year, but unfortunately for some it can bring worry and stress about how to pay for presents and provide that Christmas dinner we all look forward to.

With care, it is possible to buy what you need to put a delicious meal on the table for around £10.50p – enough to feed a family of four by shopping at one of the budget supermarkets. This figure is based on the following:

- 2kg chicken
- 2.5kg bag potatoes
- 1kg carrots
- 500g parsnips
- 500g sprouts

- Gravy granules or gravy mix
- Packet of stuffing mix
- Jar cranberry sauce
- 12 pigs in blankets

A chicken is a great cheaper alternative to the traditional turkey, which we most often associate with Christmas, or even this year, why not consider a vegetarian alternative, which again can reduce the cost.

Going into the supermarkets you see people with trolleys piled high with all sorts of 'goodies' the shops have tempted everyone to buy, much of which often ends up in the bin! There is only so much food we can and should eat!!!

When doing your shopping always make a list and stick to it. This way you only buy what you need - and NEVER shop when you are hungry.



Money saving tips:

Plan -
write a list

Stick to
the list

Cook
at home

Only buy
what you need

Buy in
season

Use leftovers

Dont shop
when hungry

Buy
cheaper
brands

Use chicken
instead of turkey
or go veggie

Check out the Real Food website for some tasty 'cooking on a budget' recipes

TENANT'S NOTICEBOARD

Neighbours Day

The Tenancy Management Team held a Neighbour's Day at Birch Tree and Edwards Court.







The Real Food Team alongside the Financial Inclusion team supported the event. There was a fun Martial Arts demonstration and an exhilarating Zumba class.

It was a great opportunity to give something back

to the community and engage in discussion about our service offer to these blocks, including the Local Lettings Policy for the area and our approach to dealing with Anti-Social Behaviour.



Performance up to the end of October is:

-  Current Rents Arrears – 3.80%
-  Average time to relet a property – 22.55 days
-  Percentage of repairs completed on time – 99.97%
-  Percentage of repairs completed on first visit – 92.54%
-  Customer satisfaction with repairs – 99.97%
-  Percentage of phone called answered in 30 seconds – 85.56%

Things to do!

Mondays

Sewing Group

1-4pm at Library, Wythenshawe Forum,
(contact Sheila 07747 10545
email sheila.fasoli@virginmedia.com)

Tuesdays

Quilters Group

12-4pm at West View Court, Community Room

Bingo

West View Court, West View Road, Northenden

Wednesdays

GRAND DAY OUT AT THE FORUM

for Over 50's

Craft Group

West View Court, West View Road, Northenden

Thursdays

Bingo Club

7pm at West View Court, West View Road,
Northenden

Fridays

Craft Group

6.30-8pm at West View Court, Community Room

Saturdays

Craft Group Avo

2-4pm at Library, Wythenshawe
Forum, All Welcome, Over 16's

Wythenshawe Community Housing Group Tenant and Resident Group Contacts

TA Group	Contact for group	Times	Location	Contact No.
Newall Green T & RA	Wyn Casey	Last Wed of the month 2pm	Johannesburg Gardens Community Centre	0161 998 4970
New Baguley TARA	Faye Greaves	Call for information	TBC	0161 946 6315
Northenden TARA	Steve Thompson	Last Monday Bi Monthly	West View Court	07800 617665
Northern Moor TARA	Faye Greaves	Call for information	TBC	0161 946 6315
Chagos Islands TARA	Louis Elyse	Call for information	St Andrews Church	07847 777882

Don't forget to ask for ID. Our staff and partners don't mind waiting while you check.
Contact 0800 633 5500 or 0300 111 000 or email customerenquiries@wchg.org.uk



Universal Credit – what you told us

In July 2019 we asked all tenant's currently claiming Universal Credit (UC) to tell us about their experiences.

We wanted to hear first-hand experiences from those who had claimed during the first assessment period and then how they found living under the new benefit regime.

We will now use this data to inform others who have yet to move across and to develop our services so we can support all our tenants that have or are yet to claim UC.

The responses to some of the questions we asked you, how we can help you access UC and more details on seeking an advance can be found on page 5.



To help you make your claim you can access IT support at Bideford Centre, Woodhouse Park Lifestyle Centre and Benchill Enterprise Centre.

A Financial Inclusion Officer from WCHG is available at the Jobcentre on a Tuesday morning if you need advice and you can find more information on UC at on our website at www.wchg.org.uk/universal-credit-overview

If you want help or advice about preparing for UC, making a claim or about an existing claim our Financial Inclusion team is here to help you. You can contact us on **0800 633 5500 or **0300 111 0000** or email us at **moneyadvice@wchg.org.uk** and an officer will contact you.**

Going digital

Based on customer demand, we have transferred Wythenshawe Life into an online digital resident newsletter. However, if you still require a printed version you can opt in by contacting us and letting us know. Going digital is in line with our commitment to lowering our carbon footprint and will create efficiencies that can be further invested in our services providing effective Value for Money.

If you have already opted in to a print version you do not have to do anything – you will continue to receive your printed version unless you tell us you would prefer to go digital. If you want to receive a printed copy please contact us.



 Please recycle this newsletter

WCHG Head Office, Wythenshawe House,
8 Poundswick Lane, Wythenshawe M22 9TA.

Parkway Green House, 460 Palatine Road,
Northenden M22 4DJ.

Contact Us

0800 633 5500 | 0300 111 0000
customerenquiries@wchg.org.uk

FOLLOW US

 @wythenshawe_chg

 Wythenshawe-Community-Housing-Group



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www.wchg.org.uk



If you require assistance with translation of this newsletter, large print, braille, or an audio copy contact us by phone on: 0300 111 0000 or by email: communications@wchg.org.uk