

Wythenshawe Life

www.wchg.org.uk

Season's
greetings
to you all



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2014

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0800 633 5500

Universal Credit
Here now!
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Tenant
Approved



WOW Zone on the red carpet!



Budding film makers who attend the WOW Zone after school sessions

were shortlisted as finalists for the Kids UK annual film competition, with one of their two films winning the One Minute Film Category!

It was a massive achievement to be shortlisted as the standards were incredibly high this year, a fact acknowledged by Helen Ward, the Director of Kids for Kids UK!

Our four film-makers travelled by train to London and joined other shortlisters at the British Film Institute for screenings of some fantastic entries. Our submissions were 'World War One' by Liam Hildebrandt (aged 12) and 'A Mario Movie' by Elise, Erin and Jacob (aged 12) which was voted the winner by the Youth Jury panel!

As well as receiving certificates, they were also presented with a clapper board which displayed details of their winning film.

More WOW Zone news on pages 12 and 16.

In the spotlight



Congratulations to Bernie Woodward, Housing Manager in our Community Safety Team, who was Highly Commended in the Best Community/Training

Project to Rebuild Women's Lives in this year's Women in Housing Awards.

Also shortlisted were Claire Bowes, HR Manager for the Excellence in Career Development Model category and Jacqueline Naraynsingh for Best Project/Innovation for her work with the Real Food Wythenshawe project.

Rooted in Wythenshawe



A Taste of Wythenshawe - our award winning garden from the RHS Flower Show at Tatton Park - has been brought back to Wythenshawe, recreated in the horticulture garden at Wythenshawe Park and officially re-opened by Councillor Glynn Evans for all to enjoy.

The garden, featured in our last issue, was designed and built in partnership with Reaseheath College in Cheshire, and inspired by our Real Food Wythenshawe campaign.

More from our Real Food team on page 17.

Sculpture scoops award



A spectacular sculpture project funded by Wythenshawe Community Housing Group and situated at University Hospital of South Manchester NHS Foundation Trust has won Manchester Mental Health and Social Care Trust's Health and Wellbeing National Public Health Award for Stop Smoking Service.

The sculpture, Air to Breathe, featured local mums-to-be, their partners and community artists working together to produce a sculpture outside Wythenshawe Maternity Unit. The sculpture was inspired by a baby's need for oxygen to grow and develop properly during pregnancy.

For more information on smokefree pregnancy or support to quit smoking call 0161 205 5998 or visit www.stopsmokingmanchester.co.uk.

Homes for Britain petition launched



Wythenshawe Community Housing Group (WCHG) took the opportunity of showing their support for the National Housing Federation's 'Homes for Britain' campaign by launching a petition at this year's Tenant Conference. This campaign calls for all political parties to commit to 'end the housing crisis within a generation'.

Nigel Wilson, Group Chief Executive of WCHG, said: "We're excited to be supporting this campaign. The Homes for Britain coalition includes organisations from every corner of the housing world and we've been asked to take part by the National Housing Federation. The campaign is organised around key milestones in the run up to the election and there will be lots of opportunities for our organisation and all our staff to add our voices to the campaign."

You can find out more at www.housing.org.uk/generalelection or you can come into our receptions at Wythenshawe House and Parkway Green House to add your name to the petition.

For pictures and much more from the Tenants Conference, turn to the centre pages!



Our key role!

When the Manchester Evening News featured an article *Wythenshawe Reborn*, WCHG was in the spotlight for its investment in housing, in community projects such as Real Food, Real Life, The Forum and much more besides - all helping to contribute to what was praised as a 'thriving community'. Check out the news section of our website.



Moving ahead

The marketing team for our Village 135 development for the over 55s will be in place early in the New Year, and we will be able to bring you more news on how it is progressing. In the meantime, if you think Village 135 might be somewhere you would like to live in the future call Amanda Seals, Senior Manager, Extra Care on 0161 946 9541 or visit www.village135.org.uk.

Watch this space!



We will be developing much needed housing for rent and sale in Greenbrow Road, Newall Green, and will be consulting with residents and other key stakeholders to help shape the plans for the area.

The new development has made possible by the demolition of five blocks of flats which, as reported in the last issue, were no longer viable to maintain.

Demolition is now complete and 98.9% of the waste has been recycled, including more than 653 tonnes of concrete, wood, iron, and steel.



Universal Credit - here how!

Universal Credit has been launched for working age people to replace a number of existing benefits and tax credits. For now it will only affect single people and couples with no children who make a new claim for Job Seeker's Allowance. Universal Credit does NOT affect pensioners.

However, it will be rolled out to others at a later date.

What Universal Benefit will mean for your housing benefit

When it is rolled out, you will no longer receive housing benefit because your housing costs will become part of Universal Credit. This means that your landlord, Parkway Green or Willow Park, will no longer receive any housing benefit directly.

So, from the date you claim Universal Credit you will become responsible for paying your rent to Parkway Green or Willow Park yourself. The easiest way to do that will be through a bank.

For help and advice on Universal Credit, or to set up a bank account contact our Financial Inclusion Team on 0800 633 5500 or 0300 111 0000 or email financialinclusion@wchg.org.uk.



Get Online with Universal Credit



Get Online Wythenshawe

Getting online has never been so important as more services move online.

Get Online Wythenshawe is your community project to help you get to grips with the internet with refurbished computers available from £19.99 and free training.

Amongst the questions the team gets asked the most is:

Question: I don't know enough to use the internet. I want to learn but I'm not confident and not sure where to go?

Answer: We offer free fun workshops across community centers in Wythenshawe every day.

If you don't like the idea of attending a community centre, we can do 1-2-1 work with you in your home or in our office in the Enterprise Centre to get you up to speed.

To find out more contact Get Online Wythenshawe on 0161 946 8920 or email: getonline@wchg.org.uk.

Don't let Christmas ruin your New Year!

It is very easy to over spend at Christmas, so here are some tips to help you enjoy the season on a budget.

Plan for affordability not desirability: Calculate your budget and stick to it! Ask yourself "What can I afford to spend on Christmas?"

Save in the sales: If you're after a big-ticket family purchase, like a TV or games console, wait until the sales. Give the kids a nicely-wrapped IOU or buy them a small extra gift from potential savings to show the benefit of waiting.

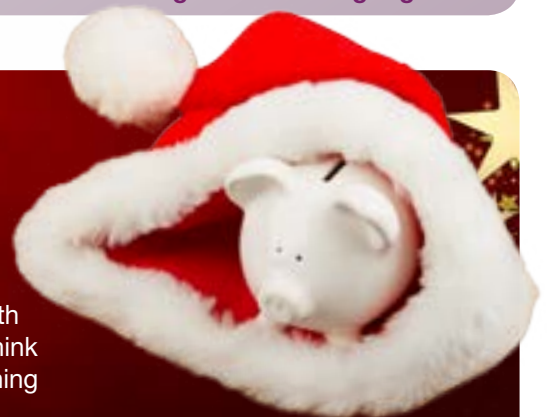
The big shop! We all end up with things that no one has eaten. Think about when you will use something before buying it and use price comparison websites.

Children's presents: Be realistic - very young children don't value a gift based on price. They often seem more interested playing with the wrapping or the box it came in.

Don't borrow to buy! Lenders will push the availability of high cost credit. This can seem very attractive, but it is important to know how much it will cost over the

loan period and how the repayments might impact on your ability to pay other bills. **Remember – your rent account is not an overdraft – so not paying your rent is not an option.**

Plan for Christmas 2015: Save small amounts from January onwards. Manchester Credit Union – based at the Civic Centre – can offer a range of savings products.



Time's ticking!



Our loft and cavity insulation scheme in the M22 postcode area will soon be coming to a close.

Insulation helps make your home warmer, lowering your energy bills. We have written to all residents in M22 we feel could benefit from insulation upgrades. If you have received a letter, but not got around to responding - now's the time! Please contact the Development and Investment Team on 0161 946 9566 and, where appropriate, they will arrange for a survey by our appointed contractor North West Insulations.

Hot tips for staying warm



The Wythenshawe Works Gas Team is always on hand if you have a heating breakdown. Here are their tips to save money on winter fuel bills:

- Keep your central heating thermostat at 15 degrees all the time during cold weather and increase to 18-20 degrees when required. This will help prevent condensation and is more cost effective than heating your home from cold each day
- If you go away, set the central heating timer to come on each day to prevent frozen pipes – if necessary, make sure there is enough credit on your gas or electric meters
- Close curtains and doors to help keep the heat in at night.



Condensation wars!



Our last issue included a condensation check list on page 19. The check list is also included in a useful leaflet available from our offices.



To prevent condensation:

- Keep your home well ventilated. If possible, open a window at the front and at the back to create an air flow and remove moisture
- Set your central heating at 15 degrees during cold weather. See Hot Tips article, left
- Make sure window or wall fans are switched on. If the fan has a humidistat it will work when moisture levels are high
- Wipe away water on the inside of your window with paper towels that can be thrown away
- Dry washing outside if possible. If drying indoors use a maiden in the bathroom with the fan on and door closed. Don't dry washing on radiators
- Only use tumble dryers that are vented to the outside or are condensing dryers.

Save £££s

- Use energy saving light bulbs - they save about £45 over their life span
- Turn off lights
- Don't leave TVs, mobile phone chargers, laptops or other appliances on standby
- Fill the washing machine, tumble dryer, and dishwasher - one full load uses less energy than two half loads
- When boiling a kettle, only use as much water as you need.



Nuisance Neighbours Evicted

A big thank you to our Neighbourhood Officers whose hard work helped lead to the eviction of tenants who had been causing problems to neighbours for a long time.

In his judgement, Judge Hovington praised WCHG for the efforts made to support the tenancy. He stated "I am satisfied WCHG has treated these proceedings as a remedy of last resort."

The two tenants had lived in a ground floor flat for over eight years but it had become filled with clutter and the condition deteriorated significantly. Local residents complained the property was an eyesore and immediate neighbours were badly affected by an unpleasant smell emanating from the flat.

Despite intensive support from WCHG's staff, including its Neighbourhoods Team and Tenancy Floating Support service, little improvement was made by the tenants over a two-year period.

WCHG started possession proceedings after the tenants were not able to demonstrate any improvement to the condition of the property or the amount of clutter stored in the flat.

The tenants were also ordered to pay £4,000 towards legal costs.

More news from the courts on page 9.

Fair to all

We have a new Allocations Policy which replaces the previous Parkway Green and Willow Park policies, providing consistency for applicants who want to live in WCHG's properties.

If you have not yet done so, log in to www.manchestermove.co.uk and click 'Your Rehousing Priority' to find out which group you have been placed in under the new policy, or for more about the policy click on to 'Landlords' rehousing rules'. Alternatively for more information go to www.parkwaygreen.co.uk or www.willow-park.co.uk. If you do not have access to websites from home, visit any of the WCHG offices where we have computers you can use.



Help improve Your Community

Do you have an idea which might help improve your community?

Community Grants of up to £2,500 are available to tenants and residents

groups and local voluntary community groups and organisations who benefit local residents and operate within the Wythenshawe area.

Priority will be given to small, unfunded voluntary and community groups. The following are the dates you need to ensure you have your applications in by, and the dates on which decisions will be made.

Closing Date

6 January 2015
10 March 2015

Meeting Date

27 January 2015
31 March 2015

To find out more contact the Involvement Team on **0161 946 6315** or email getinvolved@wchg.org.uk.



Bideford Community Centre
Bideford Drive, Baguley, M23 0QH

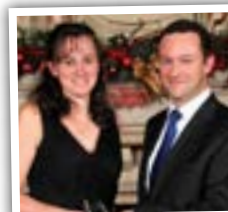
Kirsty Taylor, Centre co-ordinator **07871351018**
kirsty.butcherlane@gmail.com

Fun for all

Our fabulous winter warmer event combined the best of Halloween, bonfire night and of course Christmas! There was hot food available, goody bags for the kids, a fancy dress competition and cake and tombola stalls and a table top sale. A great event enjoyed by all.



Hot off the Press



Kirsty Taylor, one of the Real Neighbour Volunteers and our Bideford Community Centre Co-ordinator, won the Manchester Be Proud Unsung Hero award for all the fantastic work she does in Wythenshawe. Congratulations!

Community litter pick

A community litter-pick in Wythenshawe Park has kicked off a Wythenshawe Gone Good campaign to challenge negative perceptions of young people.

Fourteen young people, alongside MP Mike Kane, WCHG's Director of Human Resources Susan Richardson, and other adult volunteers, worked together to fill bags with rubbish.

One 17-year-old volunteer said: "Saturday made me feel valued and more respected by our MP and local housing group. I feel that our 'Wythenshawe Gone Good' campaign will challenge the negative image of young people in Wythenshawe."

Mike Kane, MP for Wythenshawe, said: "This is an excellent hands-on example of what these enthusiastic young people plan. They have many more ideas and this is just the start of a number of initiatives that will take place in the next few months. I will be inviting representatives of the Youth Forum to Parliament so that they can see Westminster in action as a thank you for all their hard work."



Street team update

We have also been busy tackling litter across Wythenshawe and have increased the size of our street cleansing team to 10 people – five each for West and East Wythenshawe.

Local Pride in its sights!

WASAlgbt - Wythenshawe and Surrounding Areas lesbian, gay, bisexual and trans group - has been launched.

Members can attend regular meetings to hear about local services being developed for them, discuss lgbt issues and socialise.

With support, and relevant funding, the group hopes to organise a Wythenshawe Pride, possibly in 2015.

For more information, contact Christopher Oatway, Co-Founder, on mobile 07873 485265 or follow the group on Facebook: WASAlgbt

Team building



Nine members of our Youth Forum have been on a residential team-building exercise to the Brathay Trust in Cumbria. They took part in activities aimed at building trusting relationships, self confidence, and self awareness.

Illona, aged 14, said: "I've had an amazing time, all working together."

Customer Feedback

You: were unhappy you were given no timescales during the installation of new kitchens

We: agreed that in future we would provide customers with a spreadsheet outlining what work to expect and when

All set- winter back-up volunteers!

Our fabulous Real Neighbours have contributed more than 1,500 hours of support to the community in the past year - and they are ready to put in even more hours to help this winter.

They are all set to grit pathways and distribute winter warmer packs to those in need when the weather turns to freezing. They are also busy raising money and awareness for tenants and residents who may feel isolated or socially excluded, and they are helping out at all kinds of community events - you'll find them at the Grand Day Out every Wednesday in the Wythenshawe Forum, for instance!



Real Neighbours. Wythenshawe.



If you would like to volunteer with the Real Neighbours or know someone who might benefit from Real Neighbours support contact Lewis Crowther on Lewis.crowther@wchg.org.uk or call 07525905030.

Cutting it!

In the autumn edition of *Wythenshawe Life* we told you about our pilot project with Manchester City Council to deliver a grass cutting service for areas covering around 1,500,000 square metres.

At the end of the first season we had made huge strides forward, on average achieving a 15-day cycle - down from 28 days in previous years. We are confident that next season we will achieve our target of 12 days.

The new season of grass cutting will start by the third week of March 2015 when we will also be waging war on weeds! New regulations mean the strength of weed killer we can use has changed so we will need to spray more frequently. We are looking into ways of keeping the weed programme cost effective and efficient.



Safety checks

We are changing our annual gas servicing checks to once every ten months for WCHG properties.

This includes safety checks as well as smoke alarms/carbon monoxide alarms and extractor fans in all-electric properties in blocks. While we are carrying out the servicing our Gas and Heating Team can show you the most efficient way to use your heating system - helping you save money on your fuel bills!

Our Team is also carrying out a survey to allow us to better program replacement schemes for future works. It means we won't have to send out additional people to carry out this work, and that saves money!

WCHG are required by law to carry out annual gas safety checks to gas appliances installed within our properties. This ensures your safety and that of your neighbours. Failure to allow access is a breach of your tenancy agreement and may result in possession proceedings.







Wythenshawe
Community Housing Group

Are you concerned about the wellbeing of a child, young person or vulnerable adult?

Our staff are trained in Safeguarding procedures – if you have any concerns and want to tell us about it, please do so in confidence. Ask to speak to the Duty Manager for more details or call us on **0800 633 5500** or **0300 111 0000**.



If someone is in immediate danger or a crime has been committed, **call 999 immediately**.

Live at Bideford estate

Community Safety at Brookway and Moorcot Courts in Baguley has taken a leap forward with CCTV now sending live images to our control room.

The control room continues to provide valuable evidence to the police. For instance, information on a prolific burglar lead to his arrest and a five-year prison sentence.



Spotlight on Sharston

Joint work with the Mancunian Way and the Police in Sharston, particularly around Lyndene Road, has resulted in a 94% decrease in Anti Social Behaviour (ASB) and crime related issues over the past three months. A number of young people are now actively engaging in positive activities.

Lee Isherwood, Neighbourhood Wardens Manager, said: *"This is a great example of partnership working having a positive impact on our communities"*



Junior Wardens Shortlisted

Our Junior Wardens continue to be involved in a variety of community events, including a recent event at Brooklands Gardens and a clean-up day on the Butcher Lane estate. They were shortlisted for this year's Manchester "Be Proud Awards".

Planning for a 'FIFA' finale!

A FIFA "PlayStation" tournament organised by the Neighbourhood Wardens at Norbrook youth club proved to be a bit hit. Future tournaments will now be held at the Bideford and Lifestyle Centre with a grand final taking place in the New Year.

News from the courts



- We took further action against a tenant who had breached her suspended committal order by having loud parties and shouting verbal abuse during the evenings and late into the night. The anti-social behaviour was professionally witnessed by our 'out of hours' service. In court she admitted breaching the order and surrendered her tenancy rather than spend at least a month in prison.
- We received a complaint that a tenant who had previously made a false allegation of sexual assault was harassing her neighbour. We took a 'Short Notice Injunction Order' to protect the neighbour from further harassment.
- A former tenant who continued to breach his Anti-Social Behaviour Injunction and exclusion zone failed to appear in court for sentencing. He was sentenced in his absence to 63 days in jail and subsequently arrested within the exclusion zone. He was brought to court after a further night in police cells and received an additional seven days to his sentence.

If you are worried about ASB, you can request assistance or report an incident to the control room/Wardens by calling 0161 946 9501.



Action - our 2nd Tena

More than 200 attendees enjoyed an action packed agenda at the Forum for Wythenshawe Community Housing Group's second Tenants Conference.

Master of Ceremonies was Councillor Glyn Evans. Activities included a "WCHG chat show" and "Question Time" with senior management and staff.



A powerful drama focussed on the devastating effects of borrowing from loan shark lenders and an interactive consultation survey helped us find out tenants' priorities for 'shaping our neighbourhoods'.



Councillor Susan Cooley, Lord Mayor of Manchester, presented the prizes and Wyn Goggins, wife of the late Paul Goggins MP, was guest of honour to present The Paul Goggins Lifetime Achievement Award.

Eddy Newman, Chair of WCHG, said: "These conferences give us the opportunity to celebrate all the hard work that our tenants do with our Involvement Team and also will give us a chance to get your views on how we can work together to make our neighbourhoods even better places to live and work, so thank you for taking time out to come along and give us your views today."

Paying Tribute

The Conference also paused to pay respects to those who had passed away. Particular tributes were

paid to Bernard Caine, Chair of WCHG Tenants Committee and compere of last year's conference; Ralph Webb, tenant and fundraiser from Birch Tree and Edwards Court and Paul Goggins MP.



The Community Awards celebrated the fantastic work that our tenants and residents do, and included the Garden competition winners (featured in our last issue) and the Scarecrow competition.

packed Tenants Conference



Community Angels

The Conference was tenant-led, planned by the Group Tenants Committee, chaired by Eric Smith and ably supported by his team of Conference Angels and WCHG's Involvement Team. They worked tirelessly to make sure that the event was both fun and informative. Feedback from attendees this year has been very positive – 'best one yet'!

Recognising our Community Heroes!

The Lord Mayor of Manchester, Councillor Susan Cooley, attended the conference and presented the prizes to the winners:

Award	Winner
Good Neighbour	Ralph Webb
Young Person	Faye Greaves
Community Group	Bideford Centre
Involvement Champion	Dorothy Franklin
The Paul Goggins Lifetime Achievement Award	Special Commendation: Graham Loose Winner: Jackie Butterley, Shenton

Well done to everyone who was nominated!

Scarecrow Competition

Award	Winner
Best Scarecrow	Maxine Greaves
Most entertaining Scarecrow	Angel, Brooke and Louise Marshall
Most likely to Scare a Crow!	Harvey Gildea

Thank You for your feedback!

Nigel Wilson, WCHG Group Chief Executive, thanked everyone for coming along to the event. He said: *"It's really important for us to ensure that our tenants are involved in scrutinising the work of WCHG. Keeping tenants at the heart of our work is a core commitment so we are delighted that you have had this opportunity to ask some questions and give us your feedback so that we continue to provide you with an excellent service that meets your needs."*



Like to get involved with us?

Dean Slavin, WCHG Involvement Manager, said: "It was a great day for the Group and we would like to say a big thank you to all those who came to the event. I would like to pay a special thanks to our wonderful Community Angels who led on organising the whole event!"

If you would like to get involved with WCHG or find out more about the range of ways that you can get help, please don't hesitate to contact the Involvement Team for a chat on 0300 111 0000 or 0800 633 5500 or email getinvolved@wchg.org.uk."

Customer Feedback

You: were unhappy with the differences in our rehousing policy advice for Parkway Green and Willow Park given by our customer services team

We: have implemented a new WCHG rehousing policy and all WCHG staff have been briefed on the changes. **See page 6.**



Making a difference



An internship project at the Lifestyle Centre for nine final-year students with learning difficulties is proving a huge success.

The Seashell Trust-run Royal Manchester College helps people with learning disabilities gain work experience.

Along with onsite classroom-based learning, students are carrying out a daily litter pick, setting up rooms for conference and wedding receptions, laundry and gardening. Their experiences will help them move into supported employment.

Carol Honeini, Seashell Trust's supported internship manager, says: "I have seen a marked difference in the behaviour of the students, they are calm and happy..."

The students were nominated for a Manchester City Council Be Proud award.

Loving Autumn Leaves



Around 330 pensioners attended a three-day series of Autumn Leaves events at the Lifestyle Centre, hosted by Manchester Airport. They enjoyed artwork by children from Willows Primary School, a three-course lunch, singing from local primary schools and Manchester Airport Choir, and entertainment from the "On Ya Bike" Theatre Group.

Woodhouse Park Lifestyle Centre
Portway (junction with Selstead Road), M22 1QW

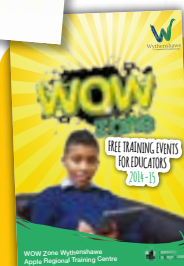
Tel: 0161 436 0560

www.WoodhouseParkLifestyleCentre.co.uk

Follow us on twitter @WPLifestyleCent
or Facebook **Woodhouse Park Lifestyle Centre**

Christmas opening times:

24 December 9am-1pm; 25-28 December Closed;
29-31 December Open 9am-5pm; 1-2 January Closed;
3-4 January Open subject to bookings.



The WOW Zone has been officially recognised as an Apple Regional Training Centre (RTC) which means we are able to offer schools FREE training for their staff in the application of technology across the curriculum. It's a real feather in our cap and demonstrates the quality and value of our work with local schools.

More on WOW Zone Goes Global on page 16 and BFI Awards, page 2.



Euro stop off!

The WOW Zone was chosen to be the North West host of the Teacher Gaming European Tour that helps primary school children construct a virtual house through Minecraft. Over 30 young people took part.

Chris Jones, Computing & Solutions Expert for over 20 years, said: "I've never seen kids so excited and enthusiastic about anything before."



Join us for a busy Christmas season! There really is something for everyone. Please book with Reception by dropping in or contacting us via the details above.

Christmas Lunches at the Lifestyle Centre

3 course meal, vegetarian option available
£10.95
16, 17 & 18 December

Christmas Carol Concert and Fair

8 December
Carols: 1-4pm
Fair: 3-5.30pm
No need to book, just come along and have fun!



Benchill Community Centre
Benchill Road, Benchill, M22 8EJ

Tel: 0161 945 0879

www.benchillcommunitycentre.co.uk
or [Facebook](#) [benchillcommunitycentre](#)

We will be closing lunch time at Christmas
Eve and opening on Monday 5 January.

The Breakfast Club

South Manchester Dementia Café

The idea of the Dementia Cafés is to bring people with dementia and their family carers together in the community. The cafés are a 'safe' place that you can come to and get support from the **Admiral Nurse** and also support from other people in the same situation as you. It's a place to make new friendships.

**First Thursday of the month
(unless otherwise stated)**

2015 DATES:

NO JANUARY CAFÉ

Thursday 5th February

Thursday 5th March

Thursday 5th April

NO MAY CAFÉ

Thursday 4th June

Thursday 2nd July

Thursday 6th August

Thursday 3rd September

Thursday 1st October

Thursday 5th November

Thursday 3rd December

10am until midday

- Free onsite parking
- Free tea, coffee and breakfast
- Accessed directly by bus number: 105

Benchill Community Centre

Community Room, Benchill Community Centre,
Benchill Road, Manchester, M22 8EJ. Tel: 0161 945 0879

For more info:

Debbie Westacott (Admiral Nurse) on 0755 33 77 308
or Team Secretary on 0161 882 1063.

The Breakfast Club is supported by the Manchester City Council Carers' Grant

Christmas Lunch

We will be holding our annual Christmas lunch on Thursday 18 December for our older Centre users who will get to enjoy a three-course Christmas dinner with all the trimmings, served by Centre staff and volunteers. There will also be entertainment provided by a live artist and a sing along session as well as a free Christmas gift and raffle!



You are invited...

We launched our Over 50s Community Group with a great day trip to Llandudno which included a delicious three-course lunch at Queens Hotel.



We will soon be setting up a coffee morning at the Centre for people to socialise and share their interests and hobbies, and are hoping to arrange more trips out and fun activities within the group. If you know someone who wants to get out more, meet new people or wants to know what is available to them in the community please invite them along.

Brush up your computer skills

DAY	CLASS	START	FINISH
Monday	Beginners/ECDL	9.30am	12.30pm
Monday	Over 50's Beginners Class	1.30pm	3.30pm
Monday	ECDL and advanced ECDL	3.30pm	7pm
Tuesday	Beginners	9.30am	12noon
Thursday	Beginners/ECDL	9am	11.00am
Thursday	Beginners/ECDL	11am	1pm
Thursday	Beginners	1.30am	4pm
Friday	Beginners/ECDL	9.30am	12.30pm
Friday	ECDL and advanced ECDL	3.30pm	6.30pm

Parents and Tots

This group is going from strength to strength and it has been lovely to see some new faces.

We meet every Wednesday and Friday from 9.30am-12noon. We're open to all parents and their toddlers. There's a 50p donation towards refreshments and a snack for your child!

Why not...

Why not join in to our drop-in English and Maths classes every week, from absolute beginners to Level 2.

Monday: 9:30am-12:30pm

Wednesday: 6pm-9pm

They'll help you gain job skills and confidence with everyday Maths and English and with helping your children do their homework.

Tramtastic - new jobs for local people



A partnership between WCHG and Metrolink's operator led to more than 250 applications for 14 customer service jobs at the company.

Metrolink RATP Dev Ltd, which operates the network on behalf of Transport for Greater Manchester, approached WCHG to recruit Customer Service Representatives ahead of the opening of the new Metrolink line to Manchester Airport.

Using our Talent Pool recruitment service, a joint initiative between Job Centre Plus and Manchester City Council, local people from the Wythenshawe area were invited to apply for the roles.

Applicants were given a presentation, delivered by the team at Metrolink RATP Dev at the Woodhouse Park Lifestyle Centre in Wythenshawe, and, after an initial screening, 75 people were invited to an interview.

Nigel Wilson, Group Chief Executive of Wythenshawe Community Housing Group, said: "Housing Associations have a unique opportunity to strengthen their local communities and bridge the gap between individuals, neighbourhoods and local government. Our Talent Pool recruitment service works with our tenants and residents, to provide a link with the employment opportunities provided by other organisations."

Fact file

Services on Metrolink's new line to Manchester Airport opened to passengers on Monday 3 November – more than 12 months ahead of schedule. To find out details about journey times and prices go to www.metrolink.co.uk.

The Metrolink network is the largest tramway in the UK. It transports nearly 80,000 passengers a day and the new airport line increases the network to 92.5km (57.5 miles) and add 15 new stops.



Real lives. Wythenshawe.

Your story

If you know of anyone who has already started to use the tram regularly for any reason, and they would like to be featured on the Real Lives website, please ask them to contact Emma Molloy at the Wythenshawe Regeneration Team on 0161 219 6465 or email e.molloy@manchester.gov.uk

For more information about employment opportunities and the Talent Pool service in Wythenshawe please contact Stephanie Quinn at Wythenshawe Community Housing Group by email on realopportunities@wchg.org.uk.



- ARE YOU **16 to 19**, UNEMPLOYED AND NOT IN TRAINING?
- BORED OF SITTING AROUND, WHILST YOUR FRIENDS ARE STILL IN EDUCATION OR GETTING A PAY PACKET?

WEEKLY WAGE

JSA

£57.35

APPRENTICE WAGE

£102.37

MINIMUM WAGE

£142.12

WE ARE HERE TO HELP

COME ALONG TO THE WYTHENSHAW YOUNG PERSON'S

JOB CLUB

1st Floor, Forum Library, Wythenshawe, M22 5RX

Thursdays - 1:00pm till 3:30pm

WHAT'S ON OFFER?

✓ TAILORED SUPPORT

✓ INTERNET ACCESS

✓ FREE PHONE LINES

✓ PRINTING FACILITIES

✓ SPECIALISED, FREE ADVICE AND GUIDANCE

WE CAN HELP YOU WITH:

☐ CREATING OR UPDATING A CV
 ☐ APPLYING FOR COURSES

☐ WRITING A COVER LETTER
 ☐ FILLING APPLICATION FORMS

☐ NUMERACY AND LITERACY SKILLS
 ☐ TALKING TO PEOPLE ON THE PHONE

☐ USING COMPUTERS TO APPLY FOR JOBS
 ☐ INTERVIEW HINTS AND TIPS

☐ USING APPRENTICESHIP WEBSITE
 ☐ TRAVELLING TO INTERVIEWS

☐ USING YOUR EMAIL ACCOUNT

For more information, contact the

REAL OPPORTUNITIES TEAM

0161 946 7545

Realopportunities@wchg.org.uk





[Tick the support you would like and bring this flyer along with you to the next session]

Three years and thriving

In the three years since it opened, the Enterprise Centre on Benchill Road has proved a 'great place to do business'.

It continues to be a thriving hub of activity for small businesses and budding entrepreneurs ranging from law, marketing and technology, through to health cleaning and security services.

Colette Nuttall of Fit-tastic said: "I love being based at the Enterprise Centre. I used to work from home, but it is much better being around other like-minded people. We have our own businesses, but we get the chance to network and support each other. It's an ideal set-up."

Marie Sehmi, World Wide Web Management, agrees: "The facilities are great and the Centre is local and affordable. Providing small offices at the incubation rate for the first 12 months has enabled us to work towards our goals. Business support is an added bonus and I have taken advantage of training courses and workshops to help move our business forward."



The Enterprise Centre also offers a reduced 12-month rental rate for start-ups, rentable meeting and training room facilities. If you are starting your own business we may be able to help.

For more information visit www.willowparkenterprise.com or call 0161 945 0655 or email sian.payg@wchg.org.

Apprentice intake 2014

We have taken on seven new Apprentices for the Wythenshawe Community Housing Group Apprentice Scheme. They have all been recruited locally.

They are:

- | | |
|----------------------------|-------------|
| • Thomas Hussey (18) | Joiner |
| • Callum Roberts (18) | Plasterer |
| • Harley Roberts (16) | Joiner |
| • Charlie Shaughnessy (16) | Gas |
| • Charlie Brooks (16) | Electrician |
| • Jordan Buckley (16) | Plasterer |
| • Leon Ritchie (18) | Bricklayer |

Abbey Watson, Apprentice Manager, said: "Our new apprentices should be proud of themselves after being successfully selected from tough opposition from over 50 applicants to secure their places.

"They are all settling in well and are already making great progress towards their necessary qualification."

The apprentices study between The Manchester College and Skill Solutions on a day release basis. We look forward to working with them as they begin their working life!

Thomas Hussey, for instance, went to the Manchester Enterprise Academy and The Manchester College and



has a Level 1 and 2 in joinery. He says: "I live locally in Northenden, so working in Wythenshawe is great for me. I have already started my day release at Trafford Skills Solution to get my Level 3 and I'm really enjoying working with WCHG."

Charlie Brooks went to St Paul's School and says: "I have always wanted to be an electrician. It runs in the family as my grandad and uncle are electricians. When someone came in to school from WCHG to tell us about the apprenticeship opportunities with them, I didn't hesitate to get my name down."

OFF TO A FLYING START

The results in the summer confirmed Manchester Enterprise Academy's place as the highest achieving school academically in Wythenshawe and the most improved secondary school in Manchester over the last three years.

GCSE results were 59% A*-C, including English and maths – a fantastic achievement!

This dedication and work ethos continues to gain momentum, but always alongside a wide range of exciting events and activities which provide the students with important life skills and help to improve confidence.

The SMSC programme (Social, Moral, Spiritual and Cultural guidance), in particular, is a very important part of life at MEA. Already this year students have supported local, national and international causes - Anti-Bullying, Children in Need, Teenage Cancer Trust, Macmillan and Aids Awareness.

MEA has also recently launched its Altius Pathway for students with high academic ability. Altius offers academic support, enrichment opportunities and



MEA's Year 10 rugby team formed a guard of honour for the England rugby team at Twickenham in November. A very proud and memorable moment!

mentoring through partnerships with Loreto College, Greater Manchester High Achiever's Programme, Manchester Metropolitan University, The People's History Museum, and Manchester University.

For a Fantastic Future please call Manchester Enterprise Academy on 0161 499 2726, find us @MEAcad or visit www.manchesterenterpriseacademy.org.uk.

Raising girls' self-esteem



Staff and pupils at Saint Paul's Catholic High School in Wythenshawe are focusing on raising girls' self-esteem.

In a series of assemblies, workshops and one-to-one sessions just for the girls, the school looked at what is meant by self-esteem and how negative images in the media can damage our perceptions of ourselves.

Mrs Claire Hunt, Assistant Headteacher, said: *"Building self-esteem is crucial; self-esteem is core to how we act and react, make decisions and choose our road through life."*

WOW Zone goes Global!

Children at the WOW Zone have embarked on a ground-breaking global multi-media project which connects students around the world, learning about each others' cities and exploring urban sustainability.



The Living Cities project is being co-ordinated by the Mayor's Office in New York and the WOW Zone has put been paired with children in Mumbai, Sydney, Mexico City, Toronto, Paris and London - putting Manchester firmly on the Global Partners junior map!

Fifteen children from The Willows, St Anthony's RC and Ringway, have been sharing information about our city by blogging and producing a video which they have edited and narrated.

Over the next eight months they will consult with WCHG to draw up plans for making the Lifestyle Centre more sustainable and to design and create an urban garden. They will also start an environmental action project to encourage local people to "Reduce, Reuse, Recycle". Further details at:

www.gpjuniortiged.org or
www.wowzone.org.uk

More on WOW Zone projects on pages 2 and 12.





Real Food Wythenshawe is a Big Lottery funded project managed by WCHG to support local residents and community groups to grow, cook and eat healthy food.

Find out more about our activities and follow us at www.realfoodwythenshawe.com; on twitter @realfoodteam or call the team on 0161 9467554.

Geodome shaping up

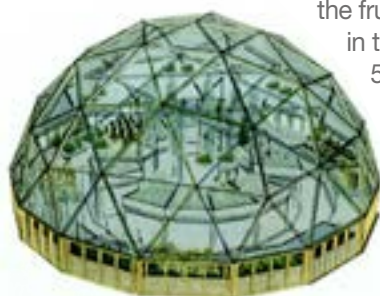
The Geodome at Manchester College is taking shape as food systems become established in what will become a fantastic 'Living Classroom' focussed on sustainable food production.

Manchester College has been working with Real Food Wythenshawe on this ground-breaking project. Growing food using sustainable methods means using fewer environmental resources.

We will create our own nutrients (food and fertiliser) in the Geodome by nurturing worms (for fish food and their worm 'poo'); Tilapia fish (to produce nitrogen rich waste to feed our fruit and veg) and mushrooms to produce carbon dioxide to enhance plant growth.

Rachel Harding, Food Education & Skills Co-ordinator from Real Food Wythenshawe, says: "Over the last six months the construction and plumbing teams have been helping with the design and build of the external shell, horticultural students have been planting the nut trees and the premises

officers have been helping maintain the fruit and vegetables growing in the dome. All in all, nearly 50 students have been involved and we have had a visiting class of Urban Geographers from the University of Salford come and see our progress."



Food for thought

Our Real Food Team served up around 600 breakfasts over two days when they hosted a BIG BREAKFAST and a Food Debate as part of World Food Day and Greater Manchester's week of action to highlight Food Poverty.

Around 40 local people took part in the Big Food Debate, and there was much to discuss - The Greater Manchester Poverty Commission report suggests 600,000 residents in Greater Manchester live in extreme poverty. There are concerns that without proactive support nearly 1.6 million people could slide into further poverty.



Find out more about our involvement at www.manchesterfoodpoverty.co.uk.

She is now working with the Youth Team, Gardening Club and catering staff to help maintain the dome as well as use the produce.

Once it is up and running, students from local schools will be among those who use the Geodome for learning; local volunteers will help maintain the Geodome and community organisations and others will come to the college for sustainability tours.



To find out more or get involved, please contact Rachel Harding at Rachel.harding@wchg.org.uk or Maggie Karwat mkarwat@themanchestercollege.ac.uk.

Performance to the end of October is

Performance figures for October 2014 YTD are as follows:

-  Current Rents Arrears – **5.61%**
-  Average time to relet a property – **19.96 days**
-  % of repairs completed on time – **99.72%**
-  % of repairs completed on first visit – **98.99%**
-  Customer satisfaction with repairs – **96.40%**
-  % of phone called answered in 30 seconds – **72.27%**. New phones and system changes implemented during September have seen performance improve to 88%.

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. @ 2pm	Johannesburg Gardens Community Centre	998 4970
Northern Moor T & RA	Fred Bates	First Mon @ 7.30pm	Wood Ville Community Cnt 130 Sale Rd	07891 167309
Royal Oak Community Action Group	Gina Hall	Quarterly Last Tues @ 5pm	Royal Oak Comm Centre, Brookcot Rd	998 2146
Benchill TA	Sue Loose	Second Tues @ 7pm	Benchill Community centre	945 0684
Butcher Lane TARA	Kirsty Taylor	Last Thursday @ 6.15pm	Wythenshawe FC clubhouse	07871 351018
New Baguley TARA	Glen Kamara	First Wed @ 7pm	Hall Lane Resource Centre, Hall Lane	286 0379

Meet Your Customer Services Team



Often unseen, but always busy - these are the people who handle your enquiries about repair bookings, rent information, re-housing and much more.

The team takes calls Monday to Friday 8am to 6pm and supports an emergency service after 6pm each evening and over the weekends.

Over the past year they have been working hard to improve services to you. A new contact centre telephone system combines Willow Park and Parkway Green calls into one Wythenshawe Community Housing Group line. This has helped use the full resources in the team to respond to your calls quicker, and has speeded up the time needed to log a repair so they can handle more calls effectively.

Help us help you

As you would expect, some times are busier than others. This may mean you wait longer than normal, so, if you can, why not call us outside our busiest times?

Our busiest day is Monday and our busiest times are between 9-10am and after 4pm. We have introduced a ring back or message service for when call demand is high and this has already proved a popular new service for tenants who don't have an urgent or emergency call to report.

We also have a Team Meeting each Wednesday 10.30-11.30am for training and updates. We continue to handle emergencies during this time, but for non-emergencies leave us a message and we will call you back after our meeting.

Contact us

You can contact us by telephone, email, facebook or twitter. All our details are featured on the back page of every issue of Wythenshawe Life. Take a look now!

Chapter One!

The Northenden Community Library at Parkway Green House celebrated its first anniversary with Tiny Tots story time and cake all round! The library is open

Monday 2-5pm
Tuesday 10am-1pm
Wednesday 10am-1pm
Thursday 2-5pm
Friday 10am-1pm (Tiny Tots Story time 10.30am to 11am)
Saturday Closed

To visit or volunteer contact Oliver Larke on 07983 095266 o.larke@manchester.gov.uk or pop in during opening hours.



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Congratulations to our latest Word Worm winner, Miss E Thomas of Northenden

Christmas bin collections

For most people bin collection day will be the same as normal throughout the festive period.

Collection day:	Temporary change:
Monday 22 December 2014	No change
Tuesday 23 December 2014	No change
Wednesday 24 December 2014	No change
Thursday 25 December 2014	Saturday 27 December 2014
Friday 26 December 2014	Sunday 28 December 2014
Monday 29 December 2014	No change
Tuesday 30 December 2014	No change
Wednesday 31 December 2014	No change
Thursday 1 January 2015	Friday 2 January 2015
Friday 2 January 2015	Saturday 3 January 2015

To check your bin collection go to www.manchester.gov.uk/bincollections

WARNING

Never leave lit candles unattended and always ensure these are extinguished before leaving a property or going to sleep. Candles have caused a number of fires recently. Don't let a fire ruin your Christmas. Stay safe and check out www.fireservice.co.uk/safety/christmas.



Useful numbers

Smell gas?

National Grid -
0800 111 999

No power?

Electricity Northwest -
0800 195 41 41

Local travel updates

www.bbc.co.uk/travelnews/manchester

Ha-ha Hall

The headquarters of the manor of Etchells in the ancient parish of Northenden was the old manor house known as Peele (Peel Hall). The stone bridge, built in medieval times, still remains and is probably the oldest stone structure in Wythenshawe. The Hall had a ha-ha - a moat dug to keep the animals away without spoiling the view of the open countryside. The owners usually lived elsewhere, so Peel Hall never became the seat of an important family. In Robert Tatton's will in 1578 he states 'the manor house of the Peele in Etchells which is not sufficiently builded for my wife to dwell in'. The hall was demolished in the 1960s.

Wythenshawe

Parks

Watch

Association (WPWA)

Wythenshawe

Parks - our green spaces

Watch - eyes and ears around the park

Association - reporting and checking!

We are a group of local people; regular users of the park, who care about our green spaces and want to see them remain and be looked after. Just as Lord Simon intended when he left the Hall and 250 acres of land to the city and people of Manchester, for everyone's use in 1926.

We've been involved in:

- raising funds for the proposed outdoor gym
- new play area for children
- developing plans for the walled garden
- supporting the Horticultural centre

We meet at 4:00PM on the third Tuesday of every month in the Hall - all welcome.

If you can't make it to our regular meetings but would like to be involved, please fill in your contact details below and leave them with any member of staff or volunteer and we will be in touch or email us at WythenshawePWA@gmail.com



Watch out ...

... for a spectacular display of crocuses and daffodils in spring thanks to a small community group called Wythenshawe in Bloom which has a passion for recreating the Garden City as it was once named.

Throughout November, and supported by our Involvement Team, Street Cleaning Team, Neighbourhoods Teams, Wardens, Junior Wardens and Neighbourhood Offices, members of the Group planted daffodils and crocuses on grassed, highly visibility areas across the whole of Wythenshawe.

This project received the funding from stakeholders such as; Manchester Airport Community Trust Fund, Trafford Hall, Wythenshawe Community Housing Group and Manchester City Council who donated over 8,000 bulbs.

West View Bingo Club

7pm every Tuesday

West View Court community room

Contact

Robert McKenzie

0161 902 0096

21

76



Wordsearch competition

K Z D S T O C K I N G S W S Z
U E H P Q J Q H M T E N Z A P
R B R A R D X X R J O L U N J
K S T C V E E H B I N B T T M
D N T C Z G S C F T S E S A T
Y W J A A T P E E F R T S C A
X B Z S R N X U N M S E M L Y
B M G X Z M D F V T B L E A W
F I G Q W Z Q Y Y L S E A U S
P S L E I G H S G B B W R S Q

Christmas Presents Santa Claus
Sleigh Tree Red
December Star Candy
Stockings

Cut out and send in your completed word search with your contact details to: Christmas Word Search, Wythenshawe House, Poundswick Lane, Wythenshawe M22 9TA or scan and email to: customerenquiries@wchg.org.uk by 30 January 2015. All correct entries will be entered in a prize draw and one lucky person will win £50.

Arabic

Chinese

Farsi

French

Hindi

Kurdish

Somali

Urdu

Vietnamese

For Wythenshawe Community Housing Group go to www.wchg.org.uk
Our offices are open during weekdays, except on Bank Holidays.
Find us on facebook or follow us on twitter:



Wythenshawe Community Housing Group



@wythenshawe_chg

Contacting Us Made Easier

0800 633 5500

Your best option from a landline (Free call).

0300 111 0000

This could be your best option from a mobile. Local rate from landlines and mobiles (free in most mobile bundles. Please check with your provider).

customerenquiries@wchg.org.uk

Christmas opening hours

Our offices will be open during the Christmas break at the times indicated below:

24 December	Offices close at 1pm (customer services phone line open until 4pm)
25 December	Closed
26 December	Closed
29 December	Offices and phone lines open as normal
30 December	Offices and phone lines open as normal
31 December	Offices close at 1pm (customer services phone lines open until 4pm)
1 January	Closed
2 January	Offices and phone lines open as normal

In the case of an emergency outside these times you can call us on either of our telephone numbers and our out of hours service will handle your call.
Please note: Bowland Road office will be closed from 1pm on 24 December and re-open as normal on 2 January.



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

or 294 Portway, Woodhouse Park
Manchester M22 1TG



www.willow-park.co.uk



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

or 137 Bowland Road, Baguley,
M23 1LE



www.parkwaygreen.co.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**