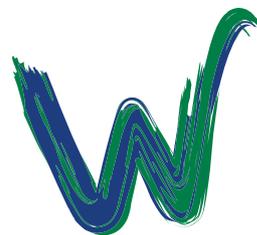


# Wythenshawe Life

www.wchg.org.uk



Wythenshawe  
Community Housing Group



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**New  
Homes**  
- Coming  
soon!



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**WYTHENSHAWE  
GAMES  
2016**



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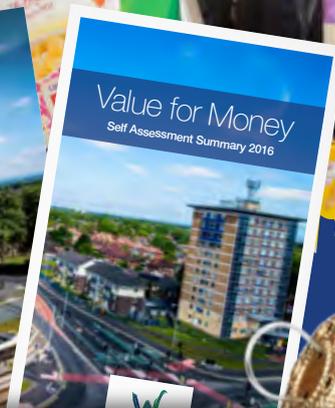
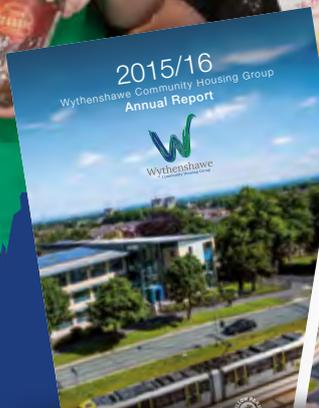
**MEA  
INVESTS  
£11.6M**



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**24**

**Gas safety  
- take it  
seriously**

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**



**Annual Report & Value for  
Money Report INSIDE**

Our offices  
will be closed on:

- Monday 26th December
  - Tuesday 27th December
  - Monday 2nd January
- due to the Christmas and  
New Year bank holidays.  
We will be open 9-5pm  
every day.

**Tenant  
Approved**

# Motiv8 - £9.7m boost to health and employment



Up to 1000 unemployed people in Wythenshawe and Manchester will benefit from one-to-one support to help them improve their lives and move closer to employment, thanks to Wythenshawe Community Housing Group (WCHG).

WCHG is the delivery lead for Wythenshawe and for the City of Manchester for a Big Lottery Fund and European Social Fund's Building Better Opportunities project which has been awarded to Manchester Athena's Motiv8 programme.

We will work with other housing providers and partners across the City to help those who are often furthest from employment.

**Chairman of the WCHG Board, The Right Revd Dr David Walker, The Bishop of Manchester, said:** "The job market is far from a level playing field. However, I do believe that the work we will now be able to do will help to redress some of the particular disadvantages faced by different groups both in Wythenshawe and the wider area."

**Nigel Wilson, Group Chief Executive of Wythenshawe Community Housing Group, said:** "It is a great example of how housing and other voluntary sector partners can bring additional investment to Manchester and help people improve their lives."

For more information contact 0800 633 5500 and ask for Victoria McDowell  
More on employment and training skills and helping people back to work on pages 18 and 19

# Celebrating 130 new homes for Newall Green

Work has begun on 130 new homes in Newall Green, Wythenshawe, with a show home due to open in Spring 2017.

The development – on a brownfield site at Greenbrow Road – will create 52 energy efficient houses for sale and shared ownership and 78 apartments for affordable rent through WCHG. They are due for completion in late 2017.

To find out more contact Garden City Homes on 0300 777 7177 or email [enquiries@gardencityhomes.org.uk](mailto:enquiries@gardencityhomes.org.uk)

More on our new homes on page 3.



# Welcome - to our Village 135 show home

If you are aged 55 or over, now is the time to take a look at just what our Village 135 development can offer you!

The show home is open and you can find out all about the 135 two-bedroom apartments and the fabulous communal facilities, including a bistro restaurant, landscaped gardens, spa-bathroom and hair and beauty salon. The development is also close to shops, amenities, parks and transport links.

Residents with extra care support needs can enjoy living independently in the privacy of their own self-contained apartment, whilst having the peace of mind of an on-site security and care team.

Chair of the WCHG Board, Bishop David, visited the development and said: "Our vision is not just to provide living space, but to work with those moving into the new apartments in order to create a community where everyone's life is enriched."

Andrew Fox, one of Village 135's first purchasers, said: "Everything is designed to a high standard and offers a level of accommodation and care that is ideal for a person with a disability. I'm so looking



forward to moving in as it really will have a tremendous impact on my quality of life."

The show home at Hollyhedge Court is now open. To book an appointment contact the sales team on 0300 7777 177 or [enquiries@gardencityhomes.org.uk](mailto:enquiries@gardencityhomes.org.uk)

See below for more details.

## Extra Care Living

135 Two Bed Apartments for Sale, Shared Ownership and Affordable Rent, Wythenshawe, Manchester

Prices from £63,750\*

\*based on a 50% share rent pcm £146.09 on shared ownership

- Independent Living
- On-site Care Team
- 24/7 Security
- Hair & Beauty Salon
- Landscaped Gardens
- On-site Bistro/Restaurant



## Live Life with Extra Care



Book your viewing today

Call 0300 7777 177 or 0161 946 9577 or email us at [enquiries@gardencityhomes.org.uk](mailto:enquiries@gardencityhomes.org.uk)

Hollyhedge Court, Wythenshawe M22 4GW

[www.gardencityhomes.org.uk](http://www.gardencityhomes.org.uk)

# Celebrating two great projects

The chair of the WCHG Board, The Bishop of Manchester, The Right Revd Dr David Walker, visited a number of key projects in the Wythenshawe, including officially opening 'Unit E' and presenting bursaries to 14 students at the Manchester Enterprise Academy (MEA).

Unit-E is the food storage warehouse in Wythenshawe Town Centre and is supported by the Real Food Team. Unit-E stores food before distributing it to seven food banks across the area, working with the Trussell Trust model in partnership with The Food Poverty Group.

Bishop David said: "By linking together seven food banks and the Real Food kitchen, we are now able to work across the whole area and see that a better service is provided to help those struggling to feed themselves and their families."

For more information contact **Jacqueline Naraynsingh** at [Jacqueline.Naraynsingh@wchg.org.uk](mailto:Jacqueline.Naraynsingh@wchg.org.uk)



The Bishop Of Manchester The Right Revd Dr David Walker



Bishop David also visited the MEA as WCHG is supporting 14 students with bursaries in their first year of university.

Meeting the students, Bishop David said: "Education really matters to the life chances of young people growing up in Wythenshawe. WCHG's commitment to our partnership with MEA enables us to support and encourage teenagers to both hold and reach high ambitions. It's particularly impressive to meet with those hoping to go on directly to university and to be able to offer them some practical assistance through our bursary scheme."

Student Bethany Doolan said: "I have been on a journey during my time at MEA. Whilst in school I faced some difficult challenges and was at one time in danger of dropping out of the system. I am also a mum and that responsibility means I have worked hard to find time for my studies."

"I have grabbed the opportunities available in MEA's 6th form and am now hoping to go and study for a degree so I can become an early years teacher. The support from Wythenshawe Community Housing Group will make the transformation to university a bit easier and I am really grateful that they are supporting me to achieve my ambition."

More from Wythenshawe Schools on pages 16-17

## Thumbs up from our Regulator

The housing sector's Regulator, the Homes & Communities Agency (HCA), annually assesses compliance with the Regulatory Framework.

On completion of the 2016 Stability Check (used in particular to assess against the Governance and Financial Viability Standard), the HCA has re-confirmed G1 for Governance and V1 for Viability for Wythenshawe Community Housing Group Limited (including Parkway Green Housing Trust and Willow Park Housing Trust Limited), which was published on the HCA's website on 26 October 2016.

There are 4 levels of grades possible for both Governance and Viability ranging from 1 to 4 as follows:

- 1. compliance has been met**
- 2. compliance has been met but some areas of improvement have been identified to ensure continued compliance;**
- 3. the HCA's requirements have not been met, there are issues of serious regulatory concern, and the Registered Provider is working to improve;**
- 4. the HCA's requirements have not been met, there are issues of serious regulatory concern, and the Registered Provider will be subject to regulatory intervention.**

The published gradings are the highest possible and reflect the robust governance arrangements in place and continued financial strength of the Group.

# Inspiring positive changes

Wythenshawe Community Housing Group's new social impact report can be downloaded in full at [www.wchg.org.uk/socialimpact](http://www.wchg.org.uk/socialimpact) Highlights include:

**Health and Wellbeing:**

- 2,155 people regularly participating in sports activities
- 18,200 hours volunteered across Wythenshawe

**Employment & skills:**

- 154 people supported into full-time employment
- 581 people attending training courses

**Youth & education:**

- 378 young people regularly attending youth clubs
- 757 young people attending the Wow Zone

**Financial wellbeing:**

- 85 customers reporting improved wellbeing after benefiting from financial inclusion services

**Social housing:**

- 5 people who had been sleeping rough and 83 adults living in temporary accommodation moved to a secure home

**Community safety:**

- 270 individuals reporting improved wellbeing following action to address antisocial behaviour



# INVESTORS IN PEOPLE - GOLD

In 2014 WCHG was awarded the prestigious 'Investors In People Gold Standard' where all nine indicators of its accreditation framework were met at 'Advanced' level.

WCHG look to IIP as an instrument for continuous development and evaluation. One of WCHG's core values is to be a learning organisation and Investors

in People has helped to create a leadership and management structure that encourages development across all levels of the Group.

In 2016 WCHG was given a review against the standard in order to maintain Gold status. The review highlighted areas of good practice and continuous improvement opportunities.

To maintain the standard, WCHG will be undergoing a full reassessment which is anticipated to take place in Autumn/Winter 2017, we will use this as an opportunity to further enhance our working practices which will result in delivering excellent customer service to the Wythenshawe Community.



# Don't be rubbish with your bins

As you can see from these photos, we continually have to move rubbish that is tipped within our bin stores by tenants or visitors to the blocks.

It costs WCHG £140 to clear each bin store which is money that should be spent on other services. It can also create a pest problem and prevent other tenants from using the bin room.

If you see anyone dumping rubbish report it. WCHG will take action which may lead to a criminal prosecution.

# Help stop fly tipping

We have seen a rise in fly tipping - the illegal dumping of items such as furniture, fridges, mattresses and general rubbish on public land - and we need your help to stop it.

Cleaning up fly tipping costs us money we could be spending on your homes and other services. It makes an area look unsightly, can attract vermin, causes a public nuisance and means our street cleansing team have less time to litter pick the streets of Wythenshawe.

Last year we completed 314 fly tipping jobs and removed a total of 99.5 tons of waste.

Please make the proper arrangements to dispose of any bulky items when you need to, and if you are aware of any one who is fly tipping please report it to your Housing Officer or the police.

For more information visit MCC's website [www.manchester.gov.uk](http://www.manchester.gov.uk)



# Our team solves the case

*"The condensation has gone during the winter. The heating bills have gone down... the family members comment on the change to our home when they visit. Our children have been well over winter and have not had the colds they usually have..." Sharston Tenant.*

Wythenshawe Works were called to a property because tenants thought it was damp and they could not get the property warm.

The survey team found the problem was not damp but condensation. Heat from the living room fire was telling the thermostat in the hall the property was warm and that was turning the heating off even though every other room was cold.

Radiators were adjusted, broken fans replaced, advice was given on how to heat and ventilate the property and a hygrometer/thermometer was left to help the tenants monitor humidity and temperature.

Two winters after the original call out, the property has improved greatly.



# Condensation - airing the issues

As winter draws in and heating systems come on, the risks rise of black mould and damp patches on walls caused by condensation.

The best way to solve condensation is to ensure air flow through your home and to reduce moisture in the air. Condensation is what happens when a mirror mists up in the bathroom.

# BE SAFE WITH...

## ...smoke alarms

You are four times more likely to die in a fire if you do not have a smoke alarm that works. There should be a smoke alarm fitted in your home. Please contact Wythenshawe Works if you do not have one.

### How to stay safe

- test your smoke alarms regularly by pressing the button until the alarm sounds. If it doesn't sound replace the battery
- if your smoke alarm starts to beep on a regular basis, replace the battery immediately
- we inspect all properties every 10 months and this includes checking your smoke alarm is working properly



## ...carbon monoxide detectors

Carbon monoxide is a deadly poison but it doesn't have a smell or taste. Your home should be fitted with a carbon monoxide detector to make sure you are safe. If you have gas central heating and you do not have a carbon monoxide detector please contact Wythenshawe Works so we can arrange to fit one.

### How to stay safe

- test your carbon monoxide detector every month to make sure it is working
- if your carbon monoxide detector goes off, move everyone outdoors immediately and then ring the National Grid on **0800 111 999** and report the problem to them



# What can you do?

## - WARNING



- ⚠ Don't use unvented dryers unless they are condensing dryers
- ⚠ Use wall and window fans and don't switch them off at the spur or switch
- ⚠ Dry clothes outside, if possible, or if indoors on a maiden in the bathroom or kitchen with the fan on and the door closed
- ⚠ Do not block radiators with furniture or other items

Call us for a copy of our condensation leaflet or read it online. If you follow all the advice and still have issues call the Contact Centre on **0300 111 0000** or **0800 633 5500** and ask for a surveyor inspection - we are always willing to help and offer advice.

Everyday things like cooking, washing, bathing and even breathing cause moisture which is released into the air.

Create air flow - regularly open a window at the front of the property and at the back, particularly if you have been showering or bathing. Close it when you go out.

Use fans - if the fan has a humidistat this will work when the moisture level is at its highest.

Leave trickle vents open in the top of your UPVC windows to allow air flow.

Heating - in cold weather keep low background heating on all day - around 15 degrees - and increase it to around 18 to 20 degrees when needed.

Dry any build-up of water on the inside of your window or on your windowsill with a paper towel and throw the towel away.

## Rent statements - we need your views

We would like to know what you would think about:

**Electronic Rent Statements** - tenants will have an option to be able to sign up to receive their statements electronically via an individual secure link. They would then be able to view their rent statement and have copies of previous statements. Let us know if you would like to receive your rent statement electronically. If you choose to do so there will be a security process to be completed to comply with data protection requirements.

**Statement only going to those in rent arrears** - is another option we are considering. If you are in receipt of Housing Benefit this is normally paid four weeks in arrears. If your Housing Benefit clears your account when it is received then you would not be sent a statement.

Let us have your thoughts on these proposals by 31 October and they will help us to decide how to improve our services to you. Email your thoughts to [stephen.jackson@wchg.org.uk](mailto:stephen.jackson@wchg.org.uk)



## How you pay your rent

How do you pay your rent? Have you considered:

**Direct Debit** - fast, efficient and the most cost effective method. We offer any date collection with weekly, fortnightly, four weekly and monthly options. This method means your payments are received and recorded on your rent account the day it leaves your bank account. To set up a direct debit contact us on **0800 633 55 00** or via email at [rentassistants@wchg.org.uk](mailto:rentassistants@wchg.org.uk)

**Rent payment swipe card** - you can make payments at the Post Office or Paypoint outlets but we are no longer using the Payzone network to accept payments. **(Do not make a payment on Payzone as we cannot correctly allocate your payment.)**



## Benefit cap - what it means

From Autumn 2016, the government has introduced a new lower benefit cap. If you are affected then you will have been contacted by the DWP, MCC's Housing Benefit Department and ourselves to advise how you are impacted.

The new benefit cap will be:

- Families: £384 per week**
- Individuals: £258 per week**

Example - a family with four children on either JSA or ESA would be benefit capped at £384 per week. They would see a reduction in their benefits and would no longer be entitled to any Housing Benefit, so would be expected to pay their full rent.

If you are currently working, but have a change in your circumstances that means you need to claim benefits and think you might be affected, please contact the Financial Inclusion team for assistance on **0300 111 0000**.

## RENT CHARGES - note the difference

Thanks to better bank processes, rent payments shown on your rent accounts will now be more up to date. The charge now goes on on Sunday so if you pay Monday - Friday your rent will be shown going towards that week. If you pay it over a weekend it will go to the rent week which starts the following Monday.

If you are unclear what this means to you please contact the rents team on **0800 633 5500**.

# 'HOW TO AVOID A FINANCIAL HANGOVER AT CHRISTMAS'

Everyone understands the pressure faced by households across the Christmas period and how easy it is to get carried away with the festivities. It is also very easy for the effects of overspending to stay with us long after Christmas is over and for these to have long term impacts on financial stability.

In order to enjoy a financially stress free Christmas it is important to make sure priority debts, those that carry the most serious consequences if they are not paid i.e. rent, are paid first before anything else.

Following these simple rules will help you avoid a financial hangover:

- **pay your priorities first - rent**
- **plan ahead - set aside a small amount each month or week to pay for things at Christmas.** Local credit unions, such as Manchester or South Manchester Credit Unions, will often have savings clubs specially for this purpose. Failing that set up a savings account with your bank
- **set a budget and stick to it - it easy to succumb to pressure and overspend but having a clear budget and shopping around for the best deal for the items you are looking for will mean that you won't be struggling in the spring.** This applies to both presents as well as the food and drink consumed over the festive period
- **avoid using credit - don't commit yourselves to paying an amount weekly or monthly as it will cost a lot more in the long run with interest payments.** Think carefully about your budget for the rest of the year, if you commit to a weekly payment, consider how will you manage if something happens and you need to money for something more important. We all have changes in our circumstances, both good and bad, and what we can afford today might not be the case next week

By sticking to these you will avoid starting the new year with financial worries that could last a further 12 months.



# JOIN UP AS TIME BANKING TAKES OFF

Nearly **40** people are already clocking up hours with the Real Neighbours Wythenshawe Time Bank.

More than **340** exchanges of services or skills have been made and more than **1700** hours banked - and now the scheme is looking for new members.

The scheme gives Time Credits for the hours people put in to the community or at community centres in Wythenshawe. So, for example, a keen gardener may be able to bank hours gardening and exchange them for DIY or sewing, or shopping with another time banker.

You don't have to have a particular expertise to join - just a willingness to help out in exchange for a service or skill in return.

Some members have been busy banking hours by helping at Wythenshawe Games and decorating the float for Manchester PRIDE. A special mention goes to all those at Age UK in Crossacres and the art group at Benchill Community Centre for taking the time and effort to help. One volunteer, Angela Crowley, worked against the clock, crocheting jellyfish and spirals to hang from the ceiling.

To get involved, drop by Benchill Community Centre on Wednesday afternoons; look out for pop up events in Wythenshawe; contact [nicola.hamilton@wchg.org.uk](mailto:nicola.hamilton@wchg.org.uk) or [faye.greaves@wchg.org.uk](mailto:faye.greaves@wchg.org.uk)

Real Neighbours. Wythenshawe.



More on Benchill Community Centre on page 13

## Property and welfare checks making real difference

Following a review of our tenancy audits process, we have now set up a dedicated project team to focus on tenancy audits and deal with the growing issue of property condition and hoarding that exists within our communities.

The new team has hit the ground running, one early success includes:

Supporting a young man in his first tenancy suffering from anxiety and depression. He had allowed the property to become cluttered and dirty. A support plan was put in place which included a daily task list and a cleaning kit.

In return for cleaning up the property, a skip was then delivered and the tenant has cleared the garden. Six weeks since the original visit the property remains clean and tidy.



## News from the courts

WCHG secured a 10-year Suspended Possession Order and an exclusion order against a tenant and his son who were found guilty of cultivating cannabis at the property.

An injunction has been obtained against a tenant who allowed her son to smoke excessive amounts of cannabis at her flat which had a serious impact on her neighbour's quality of life. Following the injunction, Police raided the property and found a large amount of cannabis and an application has now been made to exclude the son from the property.

A mandatory possession of a property has been obtained following a criminal conviction for possession of drugs and a firearm at a WCHG property.



If you are worried about ASB, you can request assistance or report an incident to the control room/Assure 24 by calling 0161 946 9501.

### ASB Performance

<b>100%</b> Satisfaction with the ASB service		<b>222</b> ASB cases dealt with so far in 2016
<b>65</b> Average number of days to resolve a case		<b>14</b> Legal actions secured

### Customer Feedback

A customer in Baguley thanked our Financial Inclusion Team for their support and help in enabling them to sort out and manage their finances.

Contact 0800 633 5500 or 0300 111 000 or email [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk)

# OPERATION CHALLENGER UPDATE

As part of the ongoing Police operation, Greater Manchester Police (GMP) have confirmed that four individuals linked to an organised crime gang operating from WCHG properties have now been sentenced to a total of 14 years.

This follows a joint Police operation. Action is now being taken to take possession of two properties in the Woodhouse Park area.

The Community Safety team has also worked closely with GMP providing evidence which has led to the discovery of cannabis and cocaine with a street value of over £300k at a WCHG property.

The team has also worked with the Police and the City Council to obtain a Dispersal Order to prevent young people from hanging around the Button Lane shops causing anti-social behaviour.

## Non starter!

A Starter Tenant has terminated their tenancy rather than face eviction following ongoing issues with loud parties, suspected drug taking and domestic arguments at the property.

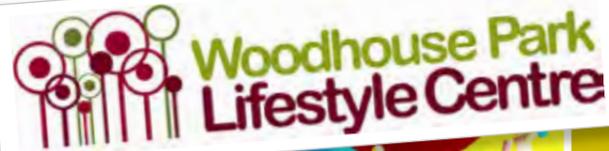
# DOMESTIC ABUSE

Domestic Abuse continues to be an area of concern with the team dealing with 20 cases of which 12 have been referred to specialist support groups and services.

Joint working with Women's Aid and the City Council has led to a Non Molestation Order and Prohibitive Steps to protect a vulnerable woman and her young family subjected to serious domestic abuse.

If you want some assistance or advice or wish to report domestic abuse you can speak in confidence to one of our specialised advisors on 0161 946 7518 or find information at [www.endthefear.co.uk](http://www.endthefear.co.uk)





**Woodhouse Park Lifestyle Centre**  
 Portway (junction with Selstead Road), M22 1QW  
 Tel: 0161 436 0560  
[www.WoodhouseParkLifestyleCentre.co.uk](http://www.WoodhouseParkLifestyleCentre.co.uk)  
 Follow us on twitter @WPLifestyleCent  
 or Facebook Woodhouse Park Lifestyle Centre

# Celebrating - 10 fabulous years

The sun shone as we celebrated a brilliant first 10 years as Woodhouse Park Lifestyle Centre.

For the many who turned out to join in the fun, there was music and dancing, pony rides and a fire engine; scarecrow making and arts and crafts.

Food and drink and Five A Side football made sure that this was a very special day!



### We have the following upcoming events;

- Carol concert, 12th December Free
- Christmas dinners, 13,14,15 December £11
- Model Railway convention, 19th February

## FOR HIRE...

Don't forget we offer some of the best in

- 3G floodlit sports pitches
- Sports hall
- Keep fit rooms

If you are a budding instructor, or have always wanted to set up a class, we can offer advice and support. We can signpost you to funding to help get your new venture/club started.

## Recipe for success!

Ask about the bespoke catering our Styles cafe team can offer and the fabulous facilities we have, if you are organising a:

- birthday christening
- corporate event anniversary
- business meeting wedding community function

Book by the day or by the hour!



**Benchill Community Centre**  
 Benchill Road, Benchill, M22 8EJ  
 Tel: 0161 945 0879  
[www.benchillcommunitycentre.co.uk](http://www.benchillcommunitycentre.co.uk)  
 or Facebook benchillcommunitycentre  
 Twitter: @benchillcomcent

We are open until 10pm Monday-Friday and on Saturday mornings for those who need community space. We even have a full sized, floodlit astro pitch for hire with the 'new' style playing surface (3G).

There is lots going on, from children's activities and sports to employment and skills training to sessions for older people and those with additional needs.

## IT - MADE EASY!

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning	09:30 - 12:30 Drop-in/ECDL	09:30 - 12:00 Drop-in Class Beginners	09:30 - 12:30 Drop-in Class Basic IT/Beginners	09:00 - 11:00 11:00 - 13:00 Drop-in/ECDL	09:30 - 12:30 Drop-in/ECDL
Afternoon	13:30 - 15:30 Drop-in Class - Over 50's Class Only	13:00 - 15:00 Learning Difficulties	13:00 - 17:00 Drop-in Class Basic IT/Beginners	13:30 - 16:00 Drop In Class Beginners	
Twilight	15:30 - 19:00 Drop-in/ECDL	15:30 - 17:30 Kids IT After School Club			15:30 - 18:30 Drop-in/ECDL

Whether you are a complete beginner or would like to qualify to ITQ Levels 1, 2 or 3, or achieve the European Computer Driving Licence (ECDL) - we can help.

Benchill's purpose-built IT suite has over 15 state-of-the-art computers and runs free sessions throughout the week from beginners to intermediate levels. Courses are free but there is a charge for those wishing to register for an ECDL qualification.

Contact the Centre for further information or email: [benchillit@hotmail.co.uk](mailto:benchillit@hotmail.co.uk) or contact Wythenshawe Digital, see details right.



## Can you help?

The Wythenshawe Digital project is based at the Benchill Community Centre and helps equip local people with the skills to access online services and opportunities. It also offers refurbished computer equipment at affordable rates.

The project recently sold several refurbished computers to allow local job seekers to continue to search and apply for work. If you have any old computer equipment you would like to donate to the project please get in touch.

Contact Alasdair Ricard on 07580 870450 (Wednesday, Thursday, Friday) or email [Alasdairricard@wchg.org.uk](mailto:Alasdairricard@wchg.org.uk) to find out more about workshops or to donate a laptop or desktop computer to the scheme.

## FREE, Friendly & Fun!!

That's what we aim for in our free English and Maths Functional Skills courses.

Taking these courses could help transform your life - by improving job chances, helping you help your children with homework and increasing your self confidence.

Drop in classes are held every week  
 Monday: 9:30am-12:30pm  
 Wednesday: 6pm-9pm

There's no need to book, come and have a go or call us for more information.

Lord Mayor of Manchester, Councillor Carl Austin-Behan said: "The impact of the event is phenomenal, the five days of free sporting activities provide the opportunity for residents of all ages and abilities to have fun and take part in a new sport or activity. Engaging in new activities is a great way to make new friends and this along with an increase in physical activity helps improve personal health and wellbeing."

# IT'S A RECORD BREAKER!



This year's Wythenshawe Games has been the most successful yet as youngsters, families, teenagers and the young at heart all threw themselves into the spirit of the free festival.

Lou Englefield from Pride Sports said: "It has been fantastic to celebrate the 5th anniversary of Wythenshawe Games with such a successful event. We saw an increase of 4,000 participants from last year and initial feedback has been hugely positive. Thank you to everyone who made 2016 such a fabulous Games."

WCHG Chief Executive Nigel Wilson added: "The Wythenshawe Games is a fantastic example of the community spirit we have here in Wythenshawe and I'm delighted that this event was so well attended. I saw for myself firsthand on the Friday, despite a bit of rain, the huge crowds that came down to the fantastic surroundings of Wythenshawe Park and made this event such a huge success"

The event, launched in 2012, was 'themed' to provide different sports and activities each day for all the family, this included Sports for All, Women's Day, Family Fun and Teen Takeover.

- Over 14,000 people participating in planned sports activities
- 1,100 people engaged with the Health Zone
- 3,500 children took part in activities in the under 5s tent
- 300 young people participated in the teen takeover
- 50,000 people attended the event during the week

The Wythenshawe Games is a partnership between WCHG, Manchester City Council, Wythenshawe Forum and Pride Sports. For more information go to [www.wythenshawegames.org.uk](http://www.wythenshawegames.org.uk)





MEA has been on an incredible journey over the last five years and the excitement continues in 2016-17 as work begins on the new Durie Building, an extension to the MEA campus.

The extension is part of an £11.6 million investment. The Durie building will include new art rooms, a fashion room for a new GCSE course, a music room and practice rooms on the ground floor; an English department on the second floor and the top floor will be dedicated to science.

The campus will also be redeveloped with a new full size 3G sports pitch, a new social area for Year 7

students and refurbished sports changing rooms and sports hall. For older students there will be coffee shop style new dining facilities.

The new campus will open in September 2017. The extension means MEA will be able to offer up to 240 places for Year 7s who wish to join in September 2017.

MEA's Cool Fuel campaign raising pupils' awareness of the effect sugar has on their bodies and helping them crack the code on food labelling was a winner in this year's MEN Healthy Living Category awards. Last year MEA won Secondary School of the Year.



## Remembering those who fell

Manchester Health Academy students' work to get their local war memorial - Northenden Cenotaph - on the National Heritage List for England was recognised when they were finalists in the MEN Schools Awards Active Community category.

MHA was one of 200 schools involved in Historic England's Heritage Schools Programme.

A student involved in the project said: "I walk past the memorial almost every day but I never really gave it much thought. This project helped me to realise why monuments like that are so important - I've thought about the people listed on it and researched when it was built and why. It made me respect it more."



## Premier League readers inspire students!

Year 8 students at Saint Paul's Catholic High School taking part in the Premier League Reading Stars programme were rewarded for their enthusiasm, dedication and progress with a trip to the Manchester United stadium at Old Trafford.

They took part in workshops with authors Alan Gibbons and Tom Palmer, toured the stadium and had a trip to the museum. As part of the campaign, all 20 Premier League clubs have a reading star. Locally, Manchester United defender Paddy McNair is helping youngsters kick off a whole host of literacy challenges.



Artists impression - MEA Central in Fallowfield, Manchester

## MEA CENTRAL - OPENING 2017

MEA Central is a brand new co-educational academy that will open in September 2017 on Lytham Road in Fallowfield, Manchester, based on the successful work carried out in Wythenshawe.

The Altius Trust, which runs MEA, will remain in Wythenshawe and MEA will remain the flagship school.

James Eldon will be CEO of the Trust and will remain as Principal on MEA. He said: "I love working in Wythenshawe and have worked tirelessly to make sure children in the Local Area have access to the best schools in the country."

"I'm so proud that our hard work has been recognised by Manchester City Council and they are willing to invest to make our future even more fantastic. We now have to build the facilities, but although I am sure this will create challenges, it will be worth it to give our students a school which can deliver a world class education."



## Strategic Plan

Log onto our website to read our revised Strategic Plan - Towards 2020

follow us at @wythenshawe\_chg



# In The Making

## Free workshops for would be entrepreneurs!

Do you have an idea that could be a business "In The Making"? Do you live in Wythenshawe and are you looking to grow your fledgling business?

The Enterprise Centre, 34 Benchill Road, Benchill, M22 8LF  
T: 0161 946 1056 E: [enterprisecentre@wchg.org.uk](mailto:enterprisecentre@wchg.org.uk)  
W: [wythenshaweenterprise.com](http://wythenshaweenterprise.com) @thebig\_EC

If so, take advantage of the FREE In The Making workshops at the Enterprise Centre which are run twice a month on a Friday either in the morning or afternoon. They could help turn your idea into reality or help you grow your business. Give us a call to find out more.



## FREE - training that could save a life!

WCHG is offering FREE Heartstart training for staff and local people - skills which could help save a life and can be learned in less than three hours!



The Heartstart course is supported by Knutsford Heartstart, affiliated to the British Heart Foundation, and teaches CPR and other emergency lifesaving skills.

Elizabeth Jolly who attended and has now trained as a facilitator said: "It's great that WCHG are funding projects like this. I've learnt valuable skills on this fantastic course and I'm looking forward to helping as many people as I can to gain new skills."

The next courses will be on 10 Nov and 8 Dec at 7pm at the Woodhouse Park Lifestyle Centre. You can book as an individual or a group by telephoning 0161 436 0560 or email [heartstart@wchg.org.uk](mailto:heartstart@wchg.org.uk)

More on Woodhouse Park Lifestyle Centre on page 12

## Space to grow

If you are looking for affordable office space to help grow your business, the Enterprise Centre could be for you.

Incubation offices are available at the Enterprise Centre starting at £147 per month including gas, electric and broadband\* and from as little as £254 per month including gas, electric and broadband\* for managed workspace office rental.

The Centre provides a professional business environment that will support your business to flourish. Don't delay, give us a call today.

\*Terms and conditions apply - must be a M22/M23 resident and the business must be within its first 12 months of trading.

# Skills For Employment

Skills For Employment is a new project helping you get back into work.

In partnership with the Big Life Group, WCHG is providing work experience to people who have been out of work for more than six months. Candidates get to work within the Environment Team or in Customer Service and Business Administration across different areas of the housing group.

Those who successfully complete the work experience will get an opportunity to be interviewed for Street Cleansing and Futures roles that WCHG offers out on an annual basis.\*

To take advantage of this exciting opportunity, call the employment team today on 0161 946 1056.

\*Terms and conditions apply - you must be M22/M23 resident and unemployed prior to recruitment for advertised positions. Those who complete work experience will be put forward for next available relevant recruitment.




**Bideford Community Centre**  
Bideford Drive, Baguley, M23 0QH  
email: [kirsty.bidefordcentre@gmail.com](mailto:kirsty.bidefordcentre@gmail.com)  
call the Centre on 0161 946 6386 or contact Kirsty Taylor on 07871 351018  
[www.bidefordcentre.wordpress.com](http://www.bidefordcentre.wordpress.com)

## Raising a Royal cuppa!

A Mad Hatters Tea Party to mark the 90th birthday of Her Majesty The Queen kick started a busy summer at the Bideford Centre.

Tea party guests were greeted by our own Grenadier Guard and treated to a fabulous afternoon tea alongside little and big Alice, the Mad Hatter, the Queen of Tarts and the "I'm late I'm late" white rabbit! Entertainment was by the Loose Change buskers.

The Bideford Centre's gift to Her Majesty was a unique garden border flag built by Laura and Graham and our "time for everyone" clock wall.



Meanwhile, Bideford Boutique has been bustling - pop in to see if there is anything that takes your fancy and have a cuppa and a chat in our friendly community café.

Take a look at our website to find out how to take part in our new IT drop in sessions, or our bingo, quiz and art groups. If you are involved in any local community and voluntary organisations we have community space we can offer at reasonable rates alongside our own programmes.

## Customer Feedback

A customer in Brooklands expressed great thanks to their Neighbourhood Officer for help and support after being released from hospital.

# Make a difference to your neighbourhood



Have you ever looked around your neighbourhood and thought there are things that need improvement? Well, here is your chance!

We are launching a new walkabout programme arranged by residents of your area to look for issues that need attention such as grass cutting, litter, dog fouling and fly tipping.

If you are interested in taking part in a local walkabout please contact Pedro on **0161 946 6315** for more information.

## Spotlight on contractors and sub contractors

The Service Review Group (SRG), which works on behalf of tenants to ensure the services received are the best they can be, has recently turned the spotlight on external and subcontractors.

They reviewed policies, letters and documents, before going out to see what the service is like in reality.

With support from Real Neighbours and Service Inspectors, the Group contacted 116 tenants, interviewed six contractors and nine WCHG staff, visited sites where works were ongoing, shadowed contract meetings and surveyed the Home Panel.

The feedback will be used to drive service improvements for our 20,000 tenants in Wythenshawe. SRG has carried out six reviews since the Group formed in April 2013 and was recently awarded Gold Accreditation by Tenant Advisor for their work.



If you have skills, knowledge or experience you would like to contribute to SRG, please get in touch with the Involvement Team on **0161 946 6369** or [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk)

# Customer Service Excellence

We are proud to announce we have recently been re-awarded the prestigious Customer Service Excellence (CSE) award, with a further 8 compliance plus distinction marks!

Customer Service Excellence measures quality of delivery, timeliness, information, professionalism and staff attitude in the provision of public services. In order to achieve this standard WCHG had to be successfully assessed against 57 separate elements on how its services are delivered to tenants.

Nigel Wilson, Chief Executive of Wythenshawe Community Housing Group, said:

*"We are delighted to maintain the Customer Service Excellence Standard for another year; it demonstrates and recognises that we truly put tenants at the heart of everything we do and will continue to do so.."*

CUSTOMER SERVICE EXCELLENCE



# Getting Involved - Dee's story



"My Name is Dee Billington. I joined the tenants involvement scheme to improve how people see WCHG, to be a link, a voice for the tenant's in my area and as a whole.

I joined less than six months ago as a Service Inspector which has many roles - one of them is checking that the cleaning in the flats is up to WCHG standard. I have also recently joined the Grants Panel, Events Panel and am Deputy Chair of the Complaints Committee. My latest role has been to become a member of the Tenant's Committee.

All of these roles are important. As a tenant I have a great opportunity to promote tenants' thoughts and beliefs and ensure that WCHG gives value for money, promotes good business practice and listens to the voice of their tenants."

## 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
Northern Moor TARA	Fred Bates	First Mon 7.30pm	Rob's Café and Shakes, 105 Sale Road, Northern Moor, M23 0BU	07891 167301
Benchill TA	Sue Loose	Second Tues 7pm	Benchill Community Centre	0161 945 0684
New Baguley TARA	Glen Kamara	First Wed 7pm	Hall Lane Resource Centre, Hall Lane	0161 286 0379
West View Court	Robert Mckenzie	Last Monday Bi Monthly	West View Court	0161 902 0096

You are welcome to attend your local meeting!



# You can do it!

We are looking for more tenants to become more involved in making our services to you even better - and there are opportunities for everyone!

Even if you can only spare a few hours now and again, you could join the Service Review Group, the Value for Money Panel or the Events Committee or become a Service Inspector monitoring what we do.

To find out more about any of these opportunities call **0161 946 6369** or email [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk)



# Improvements to Your Housing Service

We have been using your feedback to help us reshape our housing service – putting our resources where they are needed and responding to our involved tenants’ views. A dedicated leaflet will be sent out to all tenants very soon, and this will provide more information, but a quick summary is given below.

The Housing Service which is overseen by Director of Housing Jacque Allen and Assistant Director of Housing Paula Marshall will from late November be organised in to two distinct areas; Landlord Services and Older Person’s & Tenancy Support.

Landlord Services include; Community Safety, ASB, Neighbour Nuisance & Assure24, Allocations, Tenancy Management issues and Resident Involvement.

Older Person’s & Tenancy Support Services include; Village 135, Tenancy Support for all tenancy types, Tenancy Welfare & Audit and Sheltered Housing.

### The main changes are:

- We have specifically increased resources in Tenancy Support, ASB/Nuisance and Allocations as these are service areas that our customers tell us they value and need. To go alongside this we have created Team Leader roles who will focus on ensuring customers receive a consistent high standard of service. They are; Ben Harrison in Tenancy Management, Victoria Grant in Tenancy Support, Sean Duffy, ASB/Nuisance, Steve Lee and David Rodgers in Assure24.
- We have launched a new 3 year Tenant Involvement Strategy, developed in partnership with our involved tenants aimed at extending the ways in which tenants can influence services. As part of this we have

included a dedicated Tenant Involvement Manager along with a new Tenant & Resident Involvement Co-ordinator who will work alongside and support the work of our Tenant Resident Associations.

- We have established a new Tenancy Welfare Team who provides practical support and guidance to tenants who need some help with managing their properties, specifically hoarding and poor garden condition.
- We have removed the Patch Officer role, so that tenants can go directly to the services they need, so as not to experience delays and to ensure everyone receives a consistent high quality service with a range of staff ready to assist.
- Tenants will continue to contact us through our Customer Contact Centre on telephone numbers 0300 111 0000 or 0800 633 5500 or by email to [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk) or if preferred in writing to either of our offices. We also have our customer reception at Wythenshawe House and Parkway Green House operating from 9.00am to 5.00pm.
- If you wish to contact us specifically to discuss rehousing including mutual exchanges and tenancy changes, then please continue to contact us through the contact centre numbers.

By streamlining our service in this clear way and providing staffing resources in the services areas tenants need, it will be easier to navigate to the right service first time, with a team of people ready to respond.

Please be assured that you will still continue to receive the full range of services you do today such as estate walkabouts, gardening & decorating concessionary schemes and range of environmental services.

Your management team are:

### Landlord Services – led by Neighbourhoods Senior Manager, Simon Melloy

- Alison Holt – Tenancy management including Allocations
- Bernie Woodward – Community Safety including Assure24
- Dean Slavin - Tenant & Resident Involvement

### Older Person’s & Tenancy Support Services – led by Senior Manager, Amanda Seals

- Emma Wood – Tenancy Support including Tenancy welfare & audit
- Nathan Bryson – Village 135 including Sheltered Housing

We look forward to continuing to provide a high quality service.

Jacque



## Winter: Peak Call Times

Winter is a busier period for increased customer calls in the Contact Centre especially around Heating and Electrical issues we continue to do our very best to ensure that we answer your calls as quickly as possible but at peak call times (which are usually between 9am to 10.30am and after 4pm) it can take us a little longer.

### Don't Hold be Bold use the call-back or leave us a message facility.

If you request a call-back your details are logged with our telephony system and we add you to the queue for the next available adviser and then we call you back, or if you leave us a message with your name and address details we will pick this up and give you a call back.



## Warm Homes Discount

Check [www.gov.uk](http://www.gov.uk) and follow the Warm Homes Discount Scheme to see if you qualify. If you are in receipt of the Guarantee Credit element of Pension Credit or meet other eligibility requirements you could get £140 off your electricity bill.

## West View Court

West View quilters meet every Wednesday 12-4 at the Community Room.

## PROUD OF PRIDE

We were proud to support both Manchester Pride and the 1st ever Wythenshawe Pride which took place at The Forum.

Staff and volunteers from Wythenshawe and WCHG took part in Manchester Pride parade in late August and a fantastic time was had by all.

Co-organiser and founder of WASA LGBT Christopher Oatway said: "It was clear that the people of Wythenshawe and surrounding areas can accept LGBT people and are now becoming aware of how normal LGBT people are, and how they can make a huge difference to their communities."



## Listed

There are 31 listed buildings in Wythenshawe.

In our last issue we featured five of the 31 listed buildings in Wythenshawe. Another of the listed buildings is:



Rose Hill as pictured in Minecraft by WoW Zone students!

**Rose Hill** - built in 19th Century. Home of Sir Edward Watkins, a railway entrepreneur who, among other things, started to build a channel tunnel in 1875, the remains of which were found when the present tunnels were built.

## Bingo Club - New members welcome!

Eyes down and look in at 7pm every Thursday in the community room at West View Court, West View Road in Northenden. Open to anyone in Wythenshawe and new members are very welcome!

Contact Robert on 0161 902 0096.



## Sew fun!

Quilting Group meet at the Forum Library every Monday from 1-4.30pm

Drop by on Monday or see Sheila at the Grand Day Out.



# BEWARE!



One tumble dryer bursts into flames EVERY DAY making them Britain's second-biggest cause of house fires – but millions of faulty models still haven't been modified.

The findings in Freedom of Information data follow a national safety recall covering millions of tumble dryers sold under the popular Indesit, Hotpoint and Creda brands.

## WHAT YOU NEED TO DO TO STAY SAFE:

We want you to make sure you are safe in your property. Check your tumble dryer model at <https://safety.hotpoint.eu/> or <https://safety.indesit.eu/> - and then ask for a free modification if it is an affected dryer.

Whirlpool, which owns the Hotpoint, Indesit and Creda brands, believes about five million dryer models sold in Britain since 2004 are at risk of malfunctioning.

**REMEMBER - Always leave your dryer switched off at the socket when not in use and ensure the filter is kept clean by removing any build up of fluff after use.**

## Fraud Alert

Gas and electricity fraud is on the increase. If WCHG finds any signs of tampering or bypassing of meters or fraud it will be reported to the authorities immediately.

Interfering with gas and electric supplies is dangerous and can invalidate household insurance policies. Fires have been caused by people tampering with meters and electrical parts left exposed as a result of meter tampering could electrocute others within your home.

**People who steal energy can be prosecuted.**

WCHG Head Office  
Wythenshawe House, 8 Poundswick Lane  
Wythenshawe M22 9TA  
  
Parkway Green House  
460 Palatine Road, Northenden M22 4DJ  
  
[www.wchg.org.uk](http://www.wchg.org.uk)

## FOLLOW US

 @wythenshawe\_chg  
 Wythenshawe-Community-Housing-Group

## Contact Us

0800 633 5500 | 0300 111 0000  
[customerenquiries@wchg.org.uk](mailto:customerenquiries@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](mailto:communications@wchg.org.uk)**

# GAS SERVICING AND ANNUAL HEALTH & SAFETY INSPECTIONS

WCHG takes gas servicing/safety and our annual health and safety inspections very seriously! We carry out gas servicing every 10 months to make sure your central heating and gas appliances are working efficiently and effectively.

We take your safety very seriously and in a recent case we submitted proceedings to file for a court injunction to gain access to our property, which resulted in a lifetime injunction on the property being granted by a judge and the resident incurring over £1000 costs. We inspect all gas appliances owned by WCHG during the service visit.

**We would recommend that you have your own gas appliances and gas cooker (appliances that are not owned by WCHG) serviced on an annual basis to ensure its safe and efficient operation. You should arrange for a contractor registered with Gas Safe to carry out this work.**



Please recycle this newsletter

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