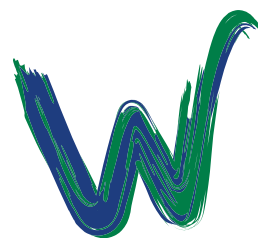


# Wythenshawe Life

www.wchg.org.uk



Wythenshawe  
Community Housing Group

Autumn/  
Winter  
2017



Page  
2

**Platinum  
Award**  
- tops for  
people!



Page  
3

**TENANTS  
CONFERENCE**  
- your say



Page  
12

**Fire  
Safety**  
- update



Page  
24

**Universal  
Credit**  
- are you  
ready?

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**



# We are Platinum



**Annual  
Report and  
VFM Summary  
INSIDE**

Our offices will be closing at 5pm **Friday 22 December**,  
reopening **Wednesday 27 - Friday 29 December** 9-5pm.

They will open after the New Year Bank Holiday on **Tuesday 2 January** reopening at 9.00am.  
Our out of hours emergency service will be in operation when offices are closed: **0800 633 5500/0300 111 0000**.

**Tenant  
Approved**

# Platinum - a first for the North West!



Outstanding award for people management

Wythenshawe Community Housing Group (WCHG) is enormously proud to have been awarded Investors in People's top accreditation - Platinum Status, demonstrating our commitment to high performance through good people management.

The Award means we have joined an elite group of world class organisations across all sectors. We are the first Housing Association in the North West of England to achieve this prestigious accreditation. Globally, just 1% of companies across 75 countries have been accredited Platinum.

Our award has drawn widespread praise.

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

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

There are two other great reasons to cheer

1

We won the Best Large Development Category in the 2017 National Housing Awards for Village 135 for the over 55s.



More on Village 135, pages 4 & 5

2

Volunteering 4 Wythenshawe won the Best Employer-Supported Volunteering Programme category at the national CIPD Awards 2017.



More on V4W, page 10



And delight!

**Nigel Wilson, Group Chief Executive:** "It's a true testament to the culture of our forward thinking and innovative organisation. I would personally like to thank everyone for the amazing work they do every day. We see learning and development as a key driver of our long-term competitiveness, as well as collaboration and innovation."

**Chair of the WCHG Board, Bishop of Manchester The Right Revd Dr David Walker said:** "This is a fantastic achievement for WCHG, Investors In People is designed to support organisations and their employees to grow true talent, providing a structured framework which leads to all avenues of excellence. Securing Platinum status, WCHG is certainly reaching for the stars into growing true people potential."

The award of IIP Platinum came after an assessment in September 2017 and builds on Gold status achieved in 2014.



# Building Stronger Communities - 2017 Tenants Conference



Community Cohesion was the focus of our 5th Annual Tenants Conference at the Wythenshawe Forum.

Launched by The Lord Mayor of Manchester Eddy Newman, and attended by more than 200 tenants and residents, it showcased local projects including Age Friendly Manchester, Wythenshawe Off Roaders Bike Project and Volunteering in Wythenshawe. Guest speaker John Page spoke about the work of the Jo Cox Foundation and how WCHG had linked into events in June 2017.

"Question Time" gave attendees the chance to question representatives from WCHG's senior management team, Greater Manchester Police and the MP for Wythenshawe & Sale East Mike Kane. Master of Ceremonies was local Councillor Glynn Evans.



WCHG Group Chief Executive Nigel Wilson said: "It's been a tough year for Manchester and this event was a great opportunity to focus and highlight some of the fantastic projects and initiatives that are going in Wythenshawe, and how we as an area support the wider Our Manchester strategy. I would like to thank everyone who made the day such a huge success."



Chair of the Tenant Committee Janet Papworth said: "It was a really well attended event and the feedback we've had from tenants is very positive. I would like to personally thank all the involved volunteers who helped lead on the planning and running the event on the day."



## Awards

Lord Mayor of Manchester Councillor Eddy Newman presented the following awards:

### The Scarecrow Awards:

#### Best Made Scarecrow Category

Winner is: Mia Grace Davies

#### Best Most Entertaining Scarecrow

Winner is: Olivia May Leslie-Walsh

#### Best School Scarecrow

Winner is: Peel Hall Primary School

#### Best Community Scarecrow

Winner is: St Luke's Church

### The Community Awards - Winners:

#### Good Neighbour Award

The winner is: Lesley Benyon

#### Young Person Award

The winner is: Daniel Boda-Hayden

#### Involvement Champion Award

The winner is: Sheila Fasoli

#### Community Group Award

The winner is: Johannesburg Gardens Social Club

#### Paul Goggins Life Time Achievement Award

The winner is: Michelle Jennings

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 on **0300 111 0000** or **0800 633 5500** or email [getinvolved@wchg.org.uk](mailto:getinvolved@wchg.org.uk)

WE WANT YOU



## Coming soon - new homes

Wythenshawe prides itself on being one of the greenest areas in Manchester, and was originally planned as a 'Garden City' in the 1920s. As a result almost every home has a garden with access to excellent transport links to the M56/60, Manchester Airport, and the city centre.



### Baguley

Seventy new homes at Bramcote Avenue, Baguley, Wythenshawe, are due for completion in spring 2018 with a show home opening this November. There will be 30 energy efficient homes for shared ownership and 40 apartments for affordable rent through WCHG.

### Woodhouse Park

The development of five homes for affordable rent and six homes for shared ownership on Selstead Road is well under way and the properties are due to be completed in early 2018.

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

## A NEW WAY OF LIVING!



Are you worried about coping in your current home – now or in the future? Village 135 for the over 55s has been the answer for these residents.

Mr & Mrs B bought a shared ownership apartment at Village 135. Mr B had had a minor stroke recently, which had made everyday things more of a struggle in their previous home. Mrs B is delighted there is a bistro so she doesn't have to cook when friends and family visit.

Before buying a shared ownership apartment at Village 135 Mrs W worried about something happening to her and no one being around.

Knowing that she has immediate help on hand at Village 135, is a huge comfort. She can continue her social life thanks to the great transport links on the doorstep and enjoys many social activities and opportunities at Village 135 as well.

"I was blown away when I came to look around, it's so spacious, light and comfortable," Mr B.

"It's lovely to worry less, have support to live independently and know that I have planned for my future needs," Mrs W.



Wythenshawe - Manchester



## Life begins at 135

Extra care living for over 55's

Providing independence, social opportunity and an enriching lifestyle in later life. A real alternative to the traditional care.

These stylish, modern, energy efficient apartments provide 135 homes with a range of renting and buying options, through 66 apartments for affordable rent, 39 for shared ownership and 30 for outright sale.

Village 135 could be the ideal place for you, featuring:

- Local amenities within easy reach
- Bistro restaurant, spa and hair salon
- Excellent transport links to Manchester
- Landscaped gardens and private roof garden
- Car parking facilities on site for friends and family
- Secure door entry system, CCTV, 24/7 on-site team
- Care and support tailored around your bespoke requirements



Prices from  
£70,000

\* based on a 50% share with the shared ownership scheme. Additional rent £160.42 PCM and service charges apply.

See details right, to find out how you too could enjoy living at Village 135.

CONTACT US TO REGISTER YOUR INTEREST

T: 0300 777 7177

[enquiries@gardencityhomes.org.uk](mailto:enquiries@gardencityhomes.org.uk)

[www.village135.org.uk](http://www.village135.org.uk)



# Don't let condensation put a dampener on winter!

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 ways to solve condensation are to ensure air flow through your home, to use fans to extract moisture and in cold weather keep low background heating on all day - around 15 degrees - and increase it to around 18 to 20 degrees when needed.

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.



## Keeping you safe - PLAY YOUR PART!



WCHG takes gas servicing and our annual health and safety inspections very seriously. It is your responsibility to make sure we have access to your home to make these checks.

If we cannot gain access we may take you to court - we recently successfully obtained a lifetime injunction on one property and the resident had to pay a **£1000 fine** after they failed to let us have access.



### Gas servicing

Every 10 months we carry out a service to make sure your central heating and gas appliances are working efficiently and effectively. We inspect all gas appliances owned by WCHG during the service visit.

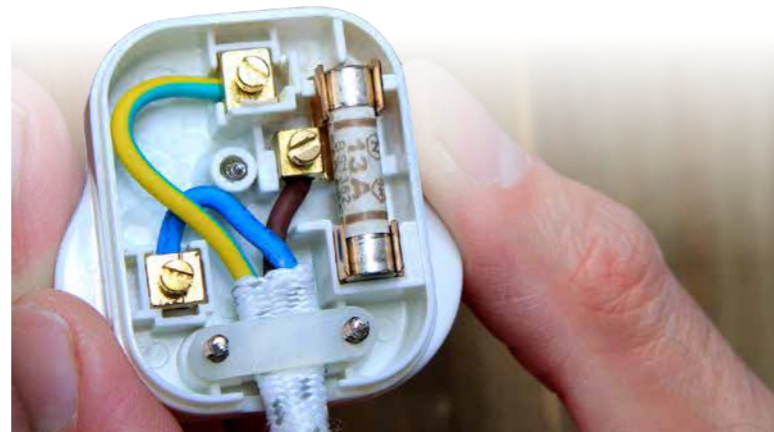
It is your responsibility to have all gas appliances that you own, such as gas cookers, inspected by a qualified Gas Safe Registered person every 12 months.



### Electrical safety

Every five years an Electrical Safety inspection will be carried out to:

- Reveal if any of your electrical circuits or equipment are overloaded
- Find any potential electric shock risks and fire hazards
- Identify any defective electrical work
- Highlight any lack of earthing or bonding



## BURSARY BOOST for undergrads

Fourteen students from Manchester Enterprise Academy (MEA) are getting a helping hand as they start life as university undergraduates.

Each has received a bursary from WCHG to help support them in their first year. Meeting the students, Chair of WCHG Board, The Bishop of Manchester, Dr David Walker, said: "I was delighted to hear first-hand the difference these bursaries will make to their lives. Education really matters to the life chances of young people growing up in Wythenshawe and here we will do what we can to help support this."



Susan Richardson, Executive Director of Resources at WCHG, said: "Our vision is to create a community where people choose to live and work. Our partnership work with MEA helps us achieve that. Congratulations to all the students and best of luck for the future."



More on local schools, page 18

## Heartstart Star

Jordan Tyms from our Heartstart Programme was nominated for a UK Heart Safe Award in the Life Saver of the Year category after saving the life of an elderly cyclist who had suffered a cardiac arrest.

Jordan helped set up the FREE Wythenshawe Heartstart programme which takes place at the Woodhouse Park Lifestyle Centre once a month.

The course teaches CPR and other emergency lifesaving skills and is affiliated to the British Heart Foundation. To book as



an individual or a group or for more information please contact us on **0161 436 0560** or email [heartstart@wchg.org.uk](mailto:heartstart@wchg.org.uk)



## We Want Your Opinions!

During December and January we want your opinions about how we are doing delivering a range of services.

We are working with a company called The Leadership Factor to get your views. They may contact you via telephone, so please get involved and we will report back on how we get on.



# Tons better!

- helping communities look great

Our Neighbourhood Initiatives are improving the appearance of Wythenshawe.



In May we provided skips for the Northenden community in the West View Court area to support a clear up day.

In September we provided skips at Baxter Gardens in Royal Oak and helped residents remove **12 tons of waste** from residents' properties and gardens.

We have also started to clear out accumulated rubbish in landlocked areas, reinstating gardens to their original boundary.

Other Neighbourhood Initiatives include:

- Clearing overgrown gardens for two older residents to provide them with outside space and allowing us to maintain their gardens under our concessionary gardening scheme
- Installing parking bays on Hollyhedge Road
- New recycling areas, education on recycling and signage to reduce our community's carbon footprint

Keep your eye out for other Neighbourhood Initiatives in the coming months. If you have any ideas to improve your local area please contact your Tenancy Management Coordinator on **0800 6335500** or **0300 111 0000** or email [tmadvice@wchg.org.uk](mailto:tmadvice@wchg.org.uk)



# Ways to Keep Warm this winter ...

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

1. dress in layers, wear wool if possible and thicker socks and slippers
2. enjoy warm drinks
3. open curtains/blinds during the day to let the sun in
4. close curtains at dusk to stop heat escaping through windows. Block draughts with rolled up towels or homemade draught stoppers
5. pile extra blankets on your bed and snuggle up in a blanket whenever you're sitting down
6. wear a hat to prevent heat loss
7. do something active (exercise, clean the house etc.)
8. always turn off the light when you leave a room
9. use energy-saving light bulbs

10. don't leave appliances on standby or laptops and mobile phones on charge unnecessarily
11. if you use a dishwasher don't put it on until it is full and always use the ECO setting
12. turn down radiator thermostats in rooms you're not using
13. try to only boil the water you need. (cover the element with water if an electric kettle)
14. dry your clothes outside during nice weather
15. ask your energy supplier about smart meters to get accurate readings



# Spring into action

- be ready for digital Universal Credit service



As we report on the back page, Wythenshawe JobCentre moves to a fully digital Universal Credit (UC) service from July 2018 - a change which will impact on many tenants.

# Are you ready?

You will need:

- To be online - with an email account and be able to use the internet - you can get help with this at FREE basic IT drop in sessions at Benchill Community Centre every Wednesday and other courses every day. Call 946 9523 or see page 15 for more details.
- A bank account in your name - if you are a couple and don't have a joint account you will get a single payment into one of your accounts. If your account has a direct debit or standing order facility you will be able to pay your rent more easily. You can't do this with a Post Office Card Account. Ring our

Financial Inclusion Team, on **0300 111 0000** if you need advice about bank accounts.

- Photo ID - driving license or passport. You will need this to take to your first interview at the Job Centre to verify your identity.
- Joint tenancies - if you have a joint tenancy agreement but the other tenant doesn't live with you any more, you need to try and get them removed from the tenancy. Under UC you may only receive up to half of your housing costs element if DWP think the other tenant is still there. Speak to your Tenancy Management Coordinator about this.

Remember! Universal Credit is calculated and paid monthly and includes money to pay your rent (the Housing Costs Element). You will need to make arrangements with your rent officer to pay your rent out of this monthly payment.

## Need help?

Contact the Rents and Financial Inclusion Team on **0300 111 0000/0800 633 5500** for help and advice or email [uchelpme@wchg.org.uk](mailto:uchelpme@wchg.org.uk)

# AVOID A FINANCIAL HANGOVER AT CHRISTMAS

We all know it is easy to get carried away with the festivities, but nobody wants to be feeling the effects of overspending long after Christmas is over.

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

- pay your priority bills first - those that carry the most serious consequences if they are not paid - this includes your rent, council tax and utility bills

- plan ahead - set aside a small amount each month or week to pay for things at Christmas. Manchester or South Manchester Credit Unions often have savings clubs or set up a savings account with your bank
- set a budget and stick to it - shop around for the best deals. This applies to presents as well as the food and drink consumed over the festive period
- avoid using credit - it will cost a lot more in the long run with interest payments. If you commit to a payment, consider how you would manage if your circumstances unexpectedly change

If you need budgeting or debt advice contact our Financial Inclusion Team for advice on **0300 111 0000** or **0800 633 5500**.

# MORE THAN 10,000 HOURS ON THE CLOCK!



## Much more than just good sports (but we are that too!)

**The Real Neighbours Time Bank volunteers have had a very successful couple of months.**

For the 5th year running they have helped Wythenshawe Games grow with more people than ever before taking part - see page 21.

Time Bank members alongside our WCHG staff volunteers committed 552 hours from set up of the infrastructure before the event to de rig at the end. Real Neighbours volunteers were presented with certificates and goody bags. The event was one of the most successful volunteering opportunities and one of many we support.

### Proud of Pride

Time Bank volunteers and WCHG staff volunteers also threw themselves into planning and preparing for the Manchester PRIDE 2017 Wythenshawe entry - our third year supporting and promoting the diversity of our local LGBT community and helping raise awareness around existing support groups and how we work as one.

Volunteers made costumes and props for the float and supported

Wythenshawe PRIDE for its second year too. Over 30 people were involved in our Manchester entry putting in a whopping 100 hours volunteer time!

### Busy summer

Throughout the summer we could be found volunteering in community centres, sheltered schemes, and fundraising through table top sales, raffles, and stalls at various Fun Days. There's plenty to do when you are a volunteer! The total hours volunteered since the Time Bank launch in March 2015 is 10,185 and we have 142 members registered.



### Training

Volunteers have been involved in: Assertiveness Training, Management Committee Skills Training, Food Hygiene online training, MIDAS mini bus driver training, Safeguarding Awareness, Event Management Awareness and Sport for All Awareness.



The Real Neighbours Time Bank helps build the Wythenshawe Community one hour at a time through volunteering and getting involved. Being involved helps people learn something new, improves your own physical and mental health and wellbeing and gives you the opportunity to help make a difference within your community! If you would like more information on the work we do, please email the Volunteering Team at [Volunteer@wchg.org.uk](mailto:Volunteer@wchg.org.uk)

## News from the courts

- The ASB team has successfully obtained a curfew against an 18-year-old male who continued to breach an injunction by driving stolen cars and harassing his neighbours. As part of the Court Order the young man has been excluded from the Baguley area and is not allowed out between the hours of 8pm and 8am.
- Injunctions have been obtained with a Power of Arrest against five individuals who have made serious threats to members of staff from the Grounds Maintenance Team, Rents Team and a WCHG contractor.
- Civil Injunctions against three teenagers involved in serious ASB and harassment in and around the Civic Centre have been obtained. The orders also exclude the individuals from the Forum and the town centre Metrolink station.
- A tenant has terminated their tenancy rather than face eviction following the discovery of a cannabis farm of 20 cannabis plants at a property in the Moss Nook area.
- A Surrender of Tenancy has been secured after a tenant gave an undertaking to the court to give up their tenancy rather than face committal proceedings and a possible prison sentence following a breach of injunction.



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

**96.7%**  
Satisfaction with the ASB service

**61**  
Average number of days to resolve a case

**306**  
ASB cases dealt with so far in 2016/17

**24**  
Legal actions secured

## Assure24 to wear "Body Cams"



**Assure 24 Officers will be kitted out with hi-tech cameras - body cams - on their uniforms while carrying out mobile and foot patrols.**

The body cams will not record continuously, but will be used to "document incidents" and could then, potentially, be used as evidence by the police and the community safety team.

## PROTECT YOURSELF AGAINST FRAUD

If someone in your neighbourhood asks you for help or offers to help you, **REMEMBER:**

- ✓ Check people are who they say they are
- ✓ Make decisions in your own time
- ✓ Do not share your personal information
- ✓ If in doubt, keep them out
- ✓ Report your concerns

### Useful contacts:

**GREATER MANCHESTER POLICE:**  
Report suspicious callers on **101**, or call **999** if you are at risk of harm

**WYTHENSHAW COMMUNITY HOUSING GROUP:**  
Contact your Community Safety Team on **0300 111 0000** or **0800 633 5500**

**YOUR NEIGHBOURHOOD WARDENS (ASSURE 24)**  
Can be contacted on **0161 946 9501**

**CRIMESTOPPERS**  
You can make free, anonymous reports to Crime Stoppers on **0800 555 111**



**MANCHESTER CITY COUNCIL**



# Fire Safety in High-Rise Blocks

I'm sure many of us still have fresh in our minds the awful tragic events at Grenfell Towers where many people were injured and lost their lives as a result of the devastating fire.

Like many landlords across the country, we wrote to you letting you know about the many things that we do to keep our high-rise blocks as safe as we can, such as always being compliant with our annual fire safety inspections which are carried out by independent fire safety specialists.

We have continued to review our approach to fire safety management and below are some examples of what we have been doing:

- Carried out brand new Fire Risk Assessments for every block of flats
- Upgrading one lift within each block of high-rise flats to a fire fighting lift – this means emergency services like Greater Manchester Fire & Rescue Service can take over use of the lifts in an emergency situation. It does not mean you can use the lift, in the event of a fire.

## IN THE EVENT OF A FIRE YOU MUST NOT UNDER ANY CIRCUMSTANCES USE THE LIFT

- We have swapped over a 120 chip pans for a safer electric air fryer option – this is something we will continue to offer our tenants living in high-rise blocks
- Carried out electrical checking (PAT Testing) at residents request checking over 2,500 of their electrical appliances
- Specialist contractors have been working within our blocks to upgrade fire doors, service risers and ensure the whole building structure is fully sealed so that smoke can't easily pass through the building
- Replacing old gas type communal dryers with an electric option
- Reviewing current policies and procedures
- Raising awareness and providing fire safety awareness training to our staff

It's important that we work together with you to minimise the risk of fire, both for your own safety and the safety of your neighbours. You will have recently received a letter from us which told you about some new guidance we have issued, replacing any previous guidance, along with a timetable of visiting individual blocks, so that you could come and meet with us to discuss the changes in more detail. The new guidance covers the following main areas:

- We now have in place a Mobility Scooter management policy – you must first seek permission and agree storage and maintenance arrangements with us
- Safely discarding of rubbish and seeking correct permissions for carrying out alterations or work to your property
- Keeping communal areas free from obstructions – we are asking residents to help by removing any objects such as plants, tables & doormats by the end of November
- We have issued general fire prevention advice including safe use of electronic equipment

Additional to the letter, we have also developed a new Fire Safety leaflet called, Your Guide to Fire Safety and Staying Safe. It is important that you read the leaflet and if you have any questions please contact us and we will happily assist you.



The guidance within the leaflet outlines ways in which you can help to keep yourself safe in the event of a fire which includes; what you can do if you stay put inside your flat or if you evacuate because your flat is threatened by fire or smoke or you are instructed by the fire service to leave the building.

## Key Advice

- Never use the lift in the event of a fire
- Have a plan in place for what you will do to keep safe inside your flat
- The building has been designed with safety in mind and are specially designed to resist fire and stop the spread of smoke but require fire doors to be kept closed
- Please think about letting someone know about your whereabouts if you decide to or are asked by the Fire Service to leave your flat or the building
- Always extinguish cigarettes and dispose of all rubbish correctly
- Never leave unaccompanied candles burning
- Think about using battery operated fairy lights rather than electric
- Never leave any decorative/festive lights or electrical products plugged in when you are out or through the night
- Think about the goods you have purchased and whether they have been so with guarantees and from a reputable outlet
- Do not overload electrical extension leads
- Do not have indoor BBQ's or Calor gas appliances
- Check your white goods are in good working order, if in doubt switch them off and seek expert advice
- Always get permission to carry out any home improvements
- Only store the minimum amount of flammable liquids in a cold / dry place and in a safe way, discarding of them safely and appropriately once you have finished using them
- Regularly check your fire alarm is in full working order, if in doubt please report immediately

## Are your contents insured?

WCHG insure the building structure, but if you were to have a fire in your home, contents such as furniture and personal possessions would not be covered by us.

However, we work with a major insurer to offer an exclusive home contents insurance for WCHG customers. You can pay:

- weekly, fortnightly or monthly by cash, using a swipe card at any Post Office or Payzone outlet
- monthly by Direct Debit
- annually by Cheque, Postal Order or Debit/Credit Card

There are no excesses with this policy – so you have nothing to pay in the event of a claim.

The policy is underwritten by Aviva Insurance Limited and administered by Wessex Administration Services Limited who are authorised and regulated by the Financial Conduct Authority.

For more information and to apply on-line please visit <https://wessex-online.net/aviva-tenants/contents/wchg>, or you can contact us for more information.

**We are asking every resident living in a high-rise block to carefully read the leaflet and take every precaution to help prevent a fire. We are lucky in that we have very few fires, but we cannot take this for granted and need everyone to take collective responsibility.**

## Woodhouse Park Lifestyle Centre

**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

Woodhouse Park Pensioners enjoyed a beautifully prepared Autumn Leaves luncheon free of charge thanks to the generosity of Manchester Airport!



**Christmas:**  
closed 23-26 Dec,  
open 27 & 30 Dec.  
**New Year:**  
closed 31 Dec - 2 Jan

## New! Fun filled Children's Party Packages!

From a Football Party with medals and trophies, to a Pony Party where you get to ride and learn to care for a real Pony or a Super Hero party with your choice of Marvels greatest heroes and many more.

Contact the centre for availability and price.



## FOR HIRE...

We have four 3G floodlit sports pitches for hire for five-a-side football at reasonable rates and with weekend and daytime concessionary rates available.

Our rooms are ideal for sports coaching and training and incorporate up-to-date learning resources.

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.



**Bideford Community Centre**  
Bideford Drive, Baguley, M23 0QH

email: [bidefordcommunitycentre@hotmail.com](mailto:bidefordcommunitycentre@hotmail.com),  
call the Centre on 0161 946 6386 or  
contact Kirsty Taylor on 07871 351018



## Betty's - it's hard to beat

Mosey on down to a new volunteer run café - Betty's @ M23 - at the Bideford Community Centre on Tuesdays and Thursdays and enjoy some fabulous American style diner food at very reasonable prices!

The cafe has been developed with funding from WCHG and the Tesco's Bags for Life appeal which

awarded the centre £2,000 towards the overall costs.

Bideford Community Centre Volunteer coordinator Kirsty Taylor said: "None of this could have happened without the sheer grit and determination of the volunteer team here at the centre. They pooled their skills and talents to help bring their idea to life."



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



## HO, Ho Ho...

A great time was had by all at our Christmas market and we wish all our users a very Happy New Year



## I.T for All

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.

	Morning	Afternoon	Twilight
Mon	09:30 - 12:30 Drop-in/ECDL	13:30 - 15:30 Drop-in Class - Over 50's Class Only	15:30 - 19:00 Drop-in/ECDL
Tue	09:30 - 12:00 Drop-in Class Beginners	13:00 - 15:00 Learning Difficulties	15:30 - 17:30 Kids IT After School Club
Wed	09:30 - 12:30 Drop-in Class Basic IT/ Beginners	13:00 - 17:00 Drop-in Class Basic IT/ Beginners	
Thu	09:00 - 11:00 11:00 - 13:00 Drop-in/ECDL	13:30 - 16:00 Drop In Class Beginners	
Fri	09:30 - 12:30 Drop-in/ECDL		15:30 - 18:30 Drop-in/ECDL

# Be ready for the unexpected

No water, no electric or no gas? Check it is not an area-wide problem first by either checking your utility provider's website information or with your neighbours.

If there is no area-wide problem report the issue to the utility providers direct: For water supply contact United Utilities **0345 6723 723**, for gas emergencies ring National Grid **0800 111 999** and for electricity North West contact **0800 195 4141**.

## When is an emergency an emergency call out:

We have an emergency call out service for all tenants but there is a criteria that all the Contact Centre advisers have to follow and you will be asked a series of questions to determine if an emergency callout is required.

Usually an emergency is for:

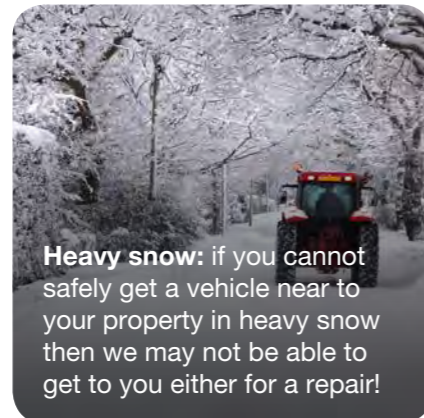
Gas Emergency	Electrics	Water	Other
Any serious burst on a heating system which is likely to cause water damage	Complete power failure (if nearby homes are also affected, contact the electric company instead of the Group)	Burst pipes, cylinders or tanks where there is an uncontrollable flow of water that the tenant cannot contain	Property security: All tenants will be asked a series of questions before a lock change can be booked, and payments have to be made where applicable
No heating where you do not have a separate gas or electric fire 1 Oct - 31 March	Failure of communal lighting	No cold water – if there isn't a general problem in the neighbourhood	Lock or broken window lock – if it makes the property insecure (Tenants may have to pay for this repair)
No hot water – when no other source in the property e.g. immersion heater or electric shower	Faults to bathroom, kitchen or staircase lighting	Where effluent is overflowing into the property or garden	Lost keys – if it makes the property insecure. (Tenants may have to pay for this repair)
Gas Leak - Gas smell leaks should be reported direct to National Grid Gas on 0800 111 999	Smoke alarm that cannot be silenced, where no fire emergency exists	Blocked W.C. – where there is only one in the property	Communal lifts: Any faulty lift
	Communal TV aerial failure in schemes for vulnerable tenants		



**High winds:** we cannot repair a roof or fallen roof tiles during high winds. It is recommended you cordon off the area below the tiles to keep yourself and others safe.



**Heavy rainfall:** will make gutters overflow so check gutters in lighter rain first before you report a blockage or damage to gutters.



**Heavy snow:** if you cannot safely get a vehicle near to your property in heavy snow then we may not be able to get to you either for a repair!



**Boiler problems:** if your boiler is not working effectively, contact us, but if you have a meter, check you have credit in the meter first!



# Take the 2 day challenge

Thinking about a New Year's resolution? It could come early!

Real Food Wythenshawe in partnership with Wythenshawe Hospital has launched a free pilot weightloss/lifestyle project called **2 Day Wythenshawe...Tomorrow The World**.

Based around a 5:2 diet developed and tested at Wythenshawe Hospital, it is easy to follow, easy to stick to, and clinically tested. Sessions at Wythenshawe Forum will help you eat a low carb, high protein diet two days a week and a healthy Mediterranean diet for the other five and to exercise to lose weight. Throughout the project you will be monitored by hospital dieticians. Participants must be over the age of 18 to take part.



Real Food Wythenshawe is a Big Lottery funded project managed by WCHG. Follow us at: [www.realfoodwythenshawe.com](http://www.realfoodwythenshawe.com) on twitter @realfoodteam or call the team on **0161 946 7554**.

Men and women of all ages can potentially benefit from lifestyle changes to reduce their risk of cancer, diabetes, stroke, heart disease and other diseases. If you would like to sign-up to go on the diet, please contact Susan Law on **0161 946 9115** or [Susan.Law@wchg.org.uk](mailto:Susan.Law@wchg.org.uk)

## Can do at Mayfield



Real Food Wythenshawe is one of five community groups which make up the Green Health Alliance (GHA) which is working to deliver community health work within some of the most vulnerable communities across Manchester.

The first project is Mayfield garden areas. Over the next 10 years the 24-acre site will be transformed into a new residential and business district with a new public park with the River Medlock at its heart.

Find out more: [www.mayfieldmanchester.co.uk](http://www.mayfieldmanchester.co.uk) or follow them on twitter: @mayfieldMCR, Instagram: @mayfieldmanchester and facebook: facebook.com/MayfieldMCR

## Pineapple Coop - wins Tesco bags for life £4000

Real Food Wythenshawe's Pineapple Cooperative has bagged £4,000 from a Tesco funding scheme to bring the walled garden in Wythenshawe Park back to its former glory.

Tesco teamed up with Groundwork to launch its 'Bags of Help' funding initiative, which sees grants - raised from the 5p bag levy - being awarded to thousands of local community projects every year.



## Rollercoaster's a winner

"You should submit this to Alton Towers!" - was just one of the many words of praise for an award winning rollercoaster designed by students from Saint Paul's Catholic High School.

They beat 21 schools from around Manchester to lift first prize in the Siemens Rollercoaster Challenge to design and build a working model using science, technology, engineering, and maths (STEM) skills, with a bit of help from Siemens mentors.

**Miss Rachel Broadbent, Science Teacher, said:** "Our aim was to build the fastest and most innovative rollercoaster model and we worked on the model during our STEM club on Wednesdays after school. Our students have done a huge amount of work."

**Mr Alex Hren, Head Teacher at Saint Paul's, added:** "The Roller-Coaster Challenge is a fantastic initiative which aims to stimulate an interest in science and engineering as a career."



## NEW Principal

Manchester Health Academy has appointed the former Vice Principal of the Academy, Kevin Green, as its new Principal. He succeeds Damian Owen.

Mr Green says: "The staff and students of the Academy are an amazing group of people, and it is my pleasure to lead this great organisation forward."

He has been Vice Principal at the Academy for four years and before joining the teaching profession was an engineer for more than ten years. His teaching career spans twenty years, including nine years as a senior leader.

David Cain, Chairman of the Manchester Health Academy, said: "He is now well placed to lead the Academy forward and we are confident that our students will benefit from all that he will do, with the support of staff, to deliver a good education to them."



## Taking the Green Plan challenge

Newall Green High School are hoping to share crops, seeds and cuttings with families and community groups from their new roof garden.

The student garden team has been working closely with partners including The Real Food Project and Wythenshawe Community Housing Group, planning, sowing and growing a wide range of crops and flowers. They even have a new greenhouse donated by WCHG.

And Year 8 & 9 students will be taking the RHS Green Plan it challenge, a 10 week project working with two professional garden designers from the North West to create models for new garden areas - the newly established roof garden and the pond area at the front of the school site.



## MEA hosts national Education Britain Summit



MEA hosted its first ever national conference in the brand new Durie Building – The Education Britain Summit 2017.

Not only was this a great coup for Wythenshawe and Manchester but it was a brilliant opportunity to celebrate the opening of MEA's new, world-class educational campus, and in particular, its amazing new theatre in The Durie Building.

The summit was organised by The Education Foundation in partnership with MEA and GMCA colleagues. Representatives from the world of education, politics, employers and policymakers celebrated all that is good about Education Britain, sharing what works and looking to the future.

VIP guests included: the Shadow Secretary of State for Education, Angela Rayner MP; Andy Burnham, Mayor of Greater Manchester; Drew Povey, Head of Harrop Fold School in Salford and star of #EducatingGreaterManchester, Lord O'Neill of Gatley – Former Chairman of Goldman Sachs & Commercial Secretary to the Treasury and Member of the Northern Powerhouse Partnership.

MEA Principal, James Eldon, was an introductory speaker at the conference discussing the theme of 'Leadership in Complex Times' while Head Boy, Mohammad Kak, met one of Manchester's other Head Boys – Andy Burnham, Mayor of Greater Manchester.

It was a truly wonderful and momentous day for MEA and all its guests. The feedback received was overwhelmingly positive, not only about the Summit itself, but also about our wonderful Academy and its students.

Head Boy, Mohammad Kak, meets Andy Burnham, Mayor of Greater Manchester



## Youth Team's Summer of Change

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

They have volunteered at numerous events including Wythenshawe Games, the Lifestyle Centre Fun Day, the Benchill Community Centre Fun Day, and taken part in campaigns, made a documentary and have even presented to the Children's Board at Manchester City Council.

This year's Summer of Change programme has seen them raise money through car washing, selling sweets, baking and selling cakes for the Mayor of Manchester, Andy Burnham's homelessness fund.



# Furniture donations help turn a house into a home

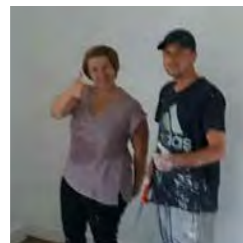
Manchester-based Loft Interiors has donated furniture to Motiv8, the programme that helps people across the region improve their lives and overcome barriers to employment and training.

The Motiv8 programme is a £9.7m project funded by the Big Lottery Fund and European Social Fund's Building Better Opportunities Programme project for people aged 25 and over in Greater Manchester with complex needs.

Kendra Brown, Team Manager for the Manchester Motiv8 Delivery Hub in Wythenshawe, said: "Our participants are absolutely delighted with these donations, which are really life changing for them. They are already having a positive impact in enabling and motivating our clients to start focusing on the next step of their journey."

New Charter Group is leading the project with support from other local housing providers including WCHG.

To find out more about Motiv8 visit [www.motiv8mcr.org](http://www.motiv8mcr.org) or call 0161 331 2048 or email [info@manchesterbbo.co.uk](mailto:info@manchesterbbo.co.uk) You can also follow them on Twitter @Motiv8GM



Real Opportunities. Wythenshawe.



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

## Affordable space

Benchill is a great place to do business. It offers affordable office space for new and existing businesses with reduced rental rates for start-up's. To find out more call us or drop in.

## Bringing business ideas to life

Do you have an idea that could be a business in the making? Do you live in Wythenshawe and want to turn your dream into a reality?

If so, take advantage of the Enterprise Centre's FREE "In The Making" workshops which are run monthly to discuss your ideas or ways to grow your business.

# Winners all round!



The 6th Wythenshawe Games saw the highest number of people register for sports activities since it launched in 2012.

WCHG Group Chief Executive Nigel Wilson: "The Games is a wonderful event that demonstrates the fantastic community spirit we have here in Wythenshawe."

The Wythenshawe Games is a partnership between Wythenshawe Community Housing Group (WCHG), Manchester City Council, Wythenshawe Forum and Pride Sports.



Lord Mayor of Manchester, Councillor Eddy Newman: "It was great to see so many people enjoying themselves in the fantastic surroundings of Wythenshawe Park."



221 people registered for the 10k run

18,000 took part

More than 5,500 children engaged

550 volunteer hours donated by WCHG, Real Neighbours and Wythenshawe Timebank members

600 young people participated in Youthtopia



Special guest, Great Britain Athletics World and European medallist, Jenny Meadows: "The Wythenshawe Games is an amazing journey for the local community and I was proud to support the games this year."



# Taking PRIDE

WCHG supported Wythenshawe Pride at the Forum in August and entered a float in Manchester Pride August Bank Holiday Weekend, with support of Real Neighbours Timebank volunteers.



## Don't leave anything to chance

If you are leaving your home empty for more than 28 days please let us know.

This is in line with the tenancy agreement and enables us to keep in touch in the event of an emergency and to keep your property and belongings secure.

If you do not inform us and we cannot get in touch with you we may assume that you have left permanently and take steps to end the tenancy.

**When going away for any extended period of time:**

- ☐ Turn off the mains water supply to your home and drain the plumbing system
- ☐ Unplug ALL electrical appliances
- ☐ Clear out the fridge and remove all rubbish from the home
- ☐ Ensure ALL doors and windows are shut and locked
- ☐ Secure all important documents
- ☐ Lock all expensive items away in a secure area
- ☐ Entrust a neighbour/relative to check on your frequently



Performance up to the end of September is:

- Current Rents Arrears – 4.55%
- Average time to relet a property – 20.96 days
- Percentage of repairs completed on time – 99.96%
- Percentage of repairs completed on first visit – 93.33%
- Customer satisfaction with repairs – 99.95%
- Percentage of phone called answered in 30 seconds – 90.45%

## Sew fun!

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

The crafting group has celebrated its second anniversary chalking up an impressive array of achievements Drop by on Monday or see Sheila at the Grand Day out which takes place every Wednesday at Wythenshawe Forum.

## 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.

## The Ghost Roads of Heyhead

Woodhouse Lane, over the years, has been fragmented through estate and airport expansion, leaving in the south, small stretches of 'ghost roads' where once was found Heyhead Congregational Chapel and the community it served. Despite their location amid airparks, the roads provide a peaceful walk and the memorial garden, on the former chapel's site, is well worth a visit. **Stephen Evans, Chair of Wythenshawe History Group.**



Photo credit and copyright, Stephen Evans

## Look smart - Wythenshawe Athletic FC

Wythenshawe Athletic FC were out to impress in their debut season in the Tameside Sports Tours Internal League - thanks to a donation from WCHG.

WCHG money went towards starting costs for the team which included registration fees, Player Insurance, kit and equipment.



If you've worked with children – we need your help.

Foster now at: [manchester.gov.uk/fostering](http://manchester.gov.uk/fostering)



## 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
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

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



# Are you ready for digital Universal Credit?



**Universal Credit is the new benefit for people of working age who are either out of work or in work on a low wage. It replaces:**

- Income - based JobSeekers Allowance
- Income related Employment Support Allowance
- Income Support
- Child Tax Credits
- Working Tax Credit
- Housing Benefit.



Wythenshawe JobCentre is set to move to a fully digital Universal Credit (UC) Service in July 2018. That means for all new claims for the six benefits above (and many changes in circumstances if you are already in receipt of one of these benefits) will mean you need to claim Universal Credit.

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

## What is different?

The move to a fully digital Universal Credit service means you will have to have an online Universal Credit account. To claim you will need to provide an email address and a phone number to set up your personal online account. You will get a PIN to use when you log on and you will use your account 'journal' to report changes, check your payments, send messages to your work coach and get support.

**How to be ready: Check out Money Matters, Page 9.**



## 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)**



Please recycle this newsletter

Design & Print: Astwood Design Consultancy T: 01789 778111 [www.astwood.co.uk](http://www.astwood.co.uk)