

Wythenshawe Life

www.wchg.org.uk

Tenant
Approved

Autumn/
Winter
2018

Wythenshawe
Community Housing Group



INVESTORS
IN PEOPLE | Platinum



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Executive
Announcement

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ANNUAL
REPORT AND
VALUE FOR MONEY



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

Xmas/New Year office opening

Monday 24 December: Open 9am - 1pm
Tuesday 25 - Wednesday 26 December: Closed
Thursday 27 & Friday 28 December: Open 9am - 5pm
Monday 31 December: Open 9am - 1pm
Tuesday 1 January 2019: Closed
Wednesday 2 - Friday 4 January: Open 9am - 5pm

To report an emergency repair please call 0300 111 0000/0800 633 5500

Interim Chief Executive Announcement



The Board confirmed in November the appointment of Kevin Lowry as Interim Chief Executive for Wythenshawe Community Housing Group. Kevin is an experienced Chief Executive with 40 years' experience in housing, the third sector and public services.

He will take up the post in January following Nigel's departure and will be coming in before Christmas to facilitate a handover and meet colleagues. It's envisaged that Kevin will be working on a 3 day a week basis for 6 months depending on the appointment of a permanent post holder.

Kevin said, *"I am delighted to be working with WCHG to support them through what will be a transition as we look to recruit the next Group Chief Executive. I have been really impressed with the strength of Wythenshawe and in particular its relationship within the Community and I looking to carry on the work that Nigel has been doing and done so well for the last 12 years."*

How we are performing: Your views

Over the past year WCHG commissioned The Leadership Factor (TLF), an independent market research company, to ask tenants their honest opinion of the services that we offer.

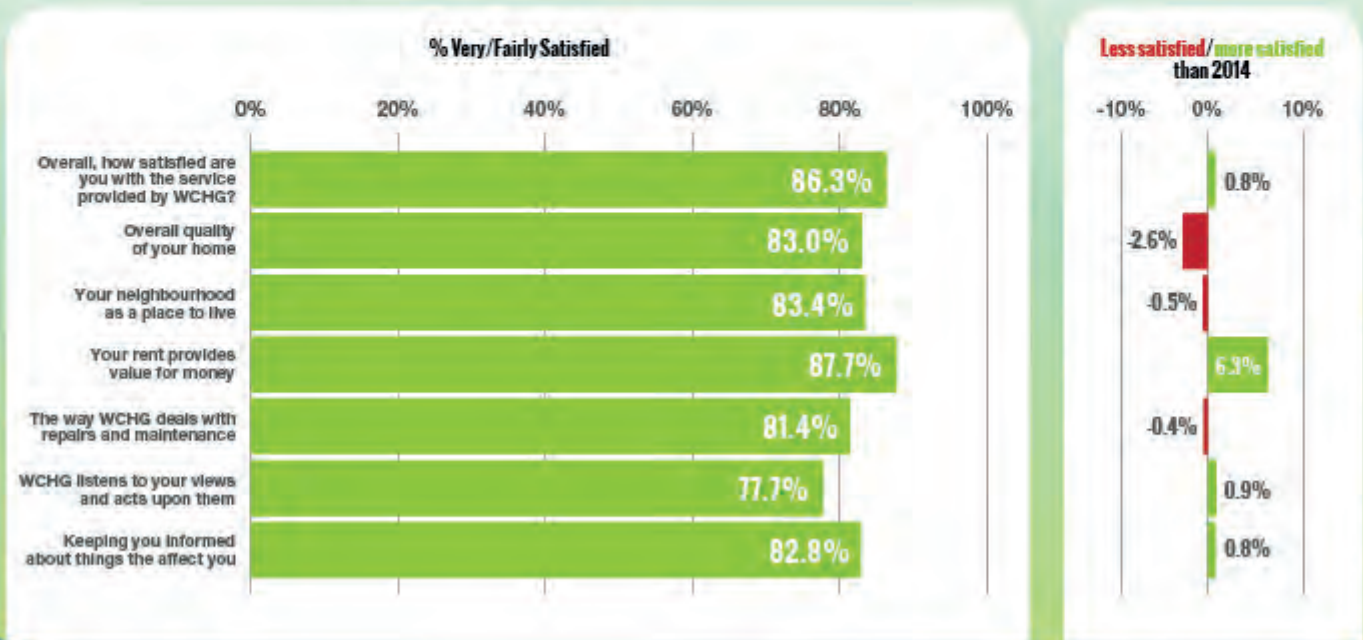
In total more than 1300 tenants spoke to TLF on the phone and provided answers to a wide range of questions.

The previous Survey of Tenants and Residents (STAR) was carried out in 2014, shortly after the Group was

formed and we wanted to ask similar questions in order to track progress.

The results provide us with a lot of information about the way in which our services are being delivered and your perception of the Group. They are being used to shape the future delivery of services and inform local actions in conjunction with local Tenants and Residents Associations.

The following summarises seven key questions and the changes since the 2014 survey.



Fire Safety Update

Since the Grenfell tragedy, we have worked tirelessly to review all of our nine traditional tower blocks and we continue to work closely with Greater Manchester Fire and Rescue Service to ensure that our blocks are fully compliant with fire and building regulations.

We engaged fire safety consultants to identify further improvements and as a result prioritised the installation of new smoke and fire alarms in each flat and in communal areas. This has been a large undertaking but working in partnership with our contractors, our residents, local council and the fire service means that this work is now almost complete.

We have also been installing sprinkler systems in each multi-storey flat.

Can we please also remind you that fire doors must also not be wedged open as this could lead to a serious fire spreading quickly through a building.



Regular newsletters will keep residents up to date with the works being carried out to the tower blocks.

Staying safe

You may have smoke seals (intumescent strips) fitted to your fire doors or their frames. These play an important part in stopping fire and smoke from spreading around a building by closing the gaps between doors and frames. It is therefore important that you don't remove them.



Black smoke seals may have been fitted to your doors or door frames and must not be removed

Bursary boost for five freshers



Five students from MEA have been presented with WCHG bursaries by The Bishop of Manchester, Doctor David Walker, to help sustain them during their first year of university.

It is the 3rd year WCHG has awarded student bursaries, in line with our vision of "creating communities that people choose to live and work in" by investing in the future of the area.

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

More on local schools, pages 20 and 21.

Switch on safely

If you are adding sparkle to your home with Christmas lights this season, make sure you check them carefully, particularly if they are old, and dispose of them if they are damaged.

Modern Christmas lights meet much higher safety standards than older ones – they have double insulation and can be transformed down to 24V. If you have been using yours for years, consider buying new one from a reputable store (never second hand) and look for safety accreditation like the CE mark or Kitemarks.

Always follow manufacturer's instructions when using Christmas lights and switch them off at night so they do not overheat. Do not run cables under carpets or where they can be damaged, and do not allow young children to play with them.

Similarly, be careful not to leave items such as plug in air fresheners on all night, especially when near to flammable objects, as these have been known to overheat and cause fires.



Beware of bogus surveyors



Bogus surveyors have been knocking on doors across the Wythenshawe estate saying they work for 'THE HOUSING' and they can get tenants compensation.

These surveyors **do not** work for Wythenshawe Community Housing Group (WCHG) but may be selling your personal information to solicitors.

It is against the Solicitors Regulation Authority (the SRA) for solicitors or their surveyors to phone or cold call tenants.

The SRA states: "Neither solicitors nor anyone working for them should approach people offering their services. No one should be pressured into choosing a firm."

By using these bogus surveyors or solicitors you may delay the way repairs are carried out as WCHG will have to go via the solicitors who can take weeks to respond.

Some solicitors hugely inflate their costs by taking weeks or even months in handling cases and writing numerous letters, sometimes trying to claim £400 to £500 per letter.

Tenants may wait weeks for repairs by going to these solicitors and may not get any compensation at the end of it. If rechargeable repairs are found, (when the repair is not due to fair wear and tear or because unauthorised repairs/alterations were carried out), WCHG may carry out a recharge to recover the costs to remedy the damage incurred.

Know your tenancy agreement

It is part of a tenancy agreement that tenants report repairs and allow access for repairs; this is a binding contract between tenants and WCHG (Parkway Green and Willow Park).

The tenancy agreement states:

Section 3.14. Reporting Disrepair

To report to the Trust promptly any disrepair or defect which you are aware of and which it is the Trust's responsibility to repair.

Section 3.15. Access

To give the duly authorised officers, agents and workmen of the Trust and the gas, water and electricity supply companies all reasonable facilities for entering upon the Premises for the purposes of inspection and for carrying out such work to the Premises or, adjoining property as maybe deemed necessary.

If you have repairs to report please contact WCHG via Customer Services on 0800 633 5500 or 0300 111 0000.

If you have any issues with condensation in the lead up to winter, you can book an appointment for a surveyor to attend your property for advice on how correctly heating and ventilating your home can help reduce condensation.

Development News

We are helping regenerate Wythenshawe with new two and three-bedroom houses and two bedroom apartments for affordable rent, shared ownership and outright sale

COMPLETED PROPERTIES THIS YEAR

- 130** at Newall Green for residents new and old - our largest scheme to date

- 70** Bramcote Avenue, Baguley

- 45** Greenwood Road, Benchill

- 16** in Woodhouse View and Selstead Road in the Woodhouse Park area

- 10** near the Sharston roundabout

- 8** across two sites in Baguley

- 5** modular homes - homes built off site - at Haveley Circle in Benchill. Our first modular homes!



FIRST FOR SOUTH MANCHESTER

Our Learning Disability Scheme at Scout Drive is a much-needed care provision of 20 self-contained one-bedroom apartments with multifunctional communal/sensory rooms and landscaped gardens. This is the only scheme of its type being built in South Manchester. Constructed by The Casey Group, we anticipate completion in summer 2019.



COMING SOON

Our major development, behind the MEA School, is Scholars Fields which will consist of 147 properties for rent to buy, shared ownership and outright sale. Construction by Willmott Dixon started at the end of March 2018.

A number of opportunities for local people under our social value charter are being offered by Willmott Dixon. For further information please contact Beth Modder, Beth.Modder@willmott Dixon.co.uk



For more information on any of these developments

T: 0300 777 7177
E: enquiries@gardencityhomes.org.uk
www.gardencityhomes.org.uk

Universal Credit Full Service (UCFS) and Your Salary



Be aware! Since the move to Universal Credit Full Service, a few things have changed:

- **Working overtime?** If your wages go up due to overtime you might find your UC stops. You will need to claim UCFS again if/when your wages fall. ***Under the old-style UC your claim was kept open for 6 months but this does not apply to UC Full Service.***
- **Four weekly pay?** UC takes account of earnings actually paid during a month. If you are paid 4 weekly there will be one Monthly Assessment every 12 months when you receive two salary payments in one Monthly Assessment Period. This is because in a 12 month period you will receive 13 4 weekly salary payments. ***In that month your income may be too high to qualify for any UC and you will have to make a new claim to get any UC the following month.***
- **Redundancy Payments:** Statutory and contractual redundancy payments, whether paid as a lump sum or over a given period, count as capital for UC purposes and not as earnings. If a redundancy payment does not take your savings over £16,000, you can still be entitled to UC from the beginning of the monthly assessment period in which you receive this payment.
- **Holiday Pay and pay in lieu of notice:** These both count as earnings and will be taken into account for

the monthly assessment period in which they are paid – whenever this may be.

Universal credit and Joint Tenancies: If you make a claim for UC as a single person and your tenancy details show you as a joint tenant; or you have made a joint claim with someone whose name is different from the one we have on your tenancy record the DWP call this an 'untidy tenancy'. It is 'untidy' because the name/s on the tenancy agreement does not match the name/s on the UC claim. There are 2 main situations where this may arise:

- You are a joint tenant but with someone who is not your partner and are both therefore liable for 50% of the total rent. or;
- Your tenancy was set up for you in joint names, when you were part of a couple, but your partner is no longer living in the property - leaving you to make a claim for UC as a single person (or perhaps as a couple with a new partner). The DWP computer recognizes there is a joint tenancy - but, because you are only one of those named joint tenants, it automatically splits the rent in half - assuming the other joint tenant is liable for the other half of the rent. If this is the case you need to put a note on your journal to explain to the DWP that the other joint tenant no longer lives at the property and the DWP should then treat you as liable for 100% of the rent.

More about UC on page 24. If you have any queries contact our Financial Inclusion Team on: 0800 633 5500 (free from landlines) / 0300 111 0000 (local rates from mobile or email moneyadvice@wchg.org.uk)

Budget well to avoid a festive hangover



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

- **Everyday bills still need to be paid** – pay priority bills first including rent, council tax and utility bills
- **Set aside a small amount each month or week.** Credit unions like Manchester or South Manchester Credit Unions often have Xmas savings clubs. Alternatively set up a savings account with your bank

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

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

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



News from the courts

- The ASB team has secured a two-year injunction with a power of arrest against a tenant who played loud music and held parties on the Butcher Lane estate. The injunction also restricts the number of visitors to the property to no more than two people at any one time.
- An injunction has been secured against a partner who subjected a tenant to domestic abuse. It also excludes the partner from the property.
- Working with the City Council and the Police, a Criminal Behaviour Order has been secured against a 15-year-old involved with a gang behind serious ASB across Wythenshawe. The youth is prohibited from associating with other gang members and banned from entering the Civic Centre and parts of Sharston.
- Joint work with the Police and Gas Team led to the discovery of a cannabis farm at an abandoned property on Nettlebarn Road in the Benchill area.
- An Eviction Warrant has been executed at a property on Wendon Road in the Baguley area following the discovery of a cannabis farm.

Big "thank you" to Assure24



Assure24 continues to provide valuable support to the Police and staff. Their work has received special praise from the Chief Inspector of Greater Manchester Police for helping PCSOs to locate and detain a local youth wanted for various offences who fled the Civic Centre. They also spotted two young men armed with a knife and ball bearing gun getting on a tram at Hollyhedge Road, both males were arrested.

Operation Synergy

As part of WCHG's commitment to reducing crime and anti-social behaviour, the Community Safety Team joined forces with Greater Manchester Police, the City Council and local residents for "Operation Synergy".

The 12-week initiative provided intensive support to residents of high rise blocks on Hollyhedge Road subjected to ASB and youth nuisance. It included:

- Joint evening patrols
- Patrolling the high rise blocks everyday between 7pm and 7am
- Targeting persistent offenders
- Working with young people congregating in Hollyhedge Park


Anti-Social Behaviour (ASB) Policy update

We have made some minor changes to the new ASB Policy to provide clarity and make a difference to our residents. Changes include:


- Recognising the need to protect staff and contractors from threatening behaviour and abuse
- Encouraging tenants to resolve low level complaints between themselves
- Acknowledging that certain types of behaviour are not ASB
- Being clear on how we manage sensitive information

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

100% 
customer satisfaction
with ASB service

434
ASB cases dealt with
since April 2018

52 
Average number of
days to resolve a case

35
Legal actions
secured to date



Top class!

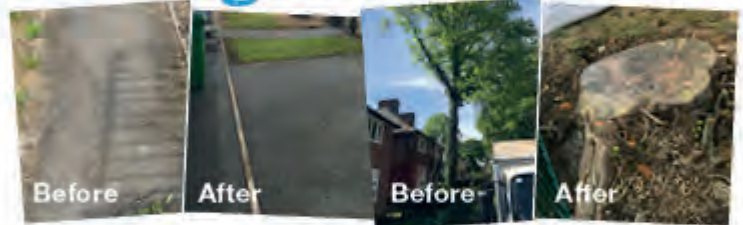


Members of the Housing Teams spent a day at Haveley Hey Primary School to improve the outside space for local school children. Working alongside colleagues from Environmental Services they:

- Cleaned up and painted a wooden gazebo
- Erected scaffolding nets to secure the playground
- Built a "Secret Story Area" using recycled trees from the Benchill Cottage Flat project
- Made raised beds and planted flowers

Watch this space for more Neighbourhood Initiatives as we launch our Neighbourhood Plans over the coming months!

A thumbs up from cottage flats!



There's been some great feedback from residents at cottage flats in Benchill.

As part of the Real Benchill project, we listened to what residents had to say and developed a new way of delivering our housing services. It is a project which has improved aspect, security, recycling facilities and communal areas and residents tell us the flats are a nicer, safer place to live.

The Housing Team will be rolling this new way of working out to other cottage flats over the next year to replicate this success.

Tackling Residents' priorities

Over the past year, WCHG, Manchester Airport, Manchester City Council, Greater Manchester Police (GMP) and Woodhouse Park Councillors have teamed up to listen to what matters to residents who live next to the Airport.

The Airport brings many benefits in terms of jobs and careers, business investment, links between schools and businesses, and improved transport links and residents want local people to take advantage of this.

They have also been clear they want the knock-on issues of the Airport operation dealt with. In particular, parking (rogue Meet & Greet operators, holiday makers, taxis and staff who work on the Airport site), noise, litter and verbal abuse from drivers.

Measures which have been put in place include a full-time Parking Warden in the Shadowmoss Resident Permit zone and dedicated vehicle removal truck/Parking Wardens over the Summer/October school holidays. A rogue Meet & Greet operator has been prosecuted and physical barriers to stop vehicles blocking paths/grass verges have been installed together with other measures. If you live in Woodhouse Park, look out for a more detailed newsletter through your letterbox.



We are grateful for the information that has been shared by residents. Please continue to report issues. Please reference all issues to **Operation Arnison**:

Call the City Council compound on **0161 234 4199** to report:

- a vehicle blocking a driveway, road crossing, bus stops and double yellow lines
- a vehicle blocking a footpath/pavement or grass verge, any confrontations with drivers from unofficial/rogue Meet & Greet companies or Airport site related staff, and any concerns about the way vehicles are being driven

Call 101 or 999 if you feel in immediate danger

Or go to www.gmp.police.uk and use the 'chat to us' link in the bottom right hand corner to report an issue.

When times are tough...

TURN2US FIGHTING UK POVERTY

Turn2us is a national charity which helps people access welfare benefits, charitable grants and other financial help online.

You can:

- Use the Benefits Calculator to find out which welfare benefits you may be entitled to
- Use the Grant Search to find out what charitable funds you may be eligible for
- Find all the support and information you need to access money you are missing out on

Go to www.turn2us.org.uk for help with:

Benefit	Disability
Housing	Legal Issues
Bereavement	Domestic Violence
Homelessness	Mental Health
Debt	Foodbanks
Immigration	Work

If you have not got access to a computer, contact our local community centres (see pages 12-13), libraries or Citizen's Advice who will be able to assist.



Help with downsizing

Do you live in a property that is too large for your needs now your family has grown up? Are you finding the upkeep of a house and garden is becoming a strain?

Did you know you can get help from WCHG to move from a house to a smaller property, such as a flat or a bungalow?

We can help you with:

- Finding a smaller property more suited to your needs
- Arranging the removals and reconnecting your utilities etc
- Paying for the removal and boxes
- Ensuring your new property is carpeted and ready for you to move into

If you currently live in a 3 or 4 bedroom house and would consider moving to a smaller property please let us know and we will do what we can to help you.





WYTHENSHAWE CALLING

WCHG's Annual Tenants' Conference took place at Wythenshawe Forum on Thursday 8th November and was a huge success.

218 people attended the event and enjoyed a packed agenda with guest speaker Alison Inman, former Chartered Institute of Housing (CIH) President, putting the spotlight on 'Domestic Violence' and the recently launched #makeastand campaign to tackle the issues surrounding domestic abuse.



Local Councillor Glynn Evans, Master of Ceremonies on the day, hosted this year's "Question Time", giving attendees the opportunity to speak directly to representatives from WCHG's senior management team and to Mike Kane, MP for Wythenshawe & Sale East and Alison Iman. A record number of 18 questions were asked, providing a unique opportunity for local tenants to get answers to the questions that mean most to them.

Special guests Sally Trueman and Ann Harris from 'A Voice for Tenants (AV4T), who have formed a constructive relationship with the government, gave a presentation highlighting the impressive numbers of volunteer hours tenants are donating nationally and the important role played in launching the recent Green Paper.



WCHG Group Chief Executive Nigel Wilson said,

"This is always one of the highlights of the calendar and a great community event that celebrates

and champions involvement here in Wythenshawe and this year was no exception! It also was a very special event for me being my last one as Chief Executive of WCHG and demonstrates how far we've come. I would personally like to thank all the involved tenants, volunteers and colleagues who made it such a success."





The event also saw the presentation of WCHG's Annual Community Awards and the winners were

- **Good Neighbour Award - Mrs Jean Poole / Mr Eric Booth**

- **Young Person Award - Macey Stewart / Wiktoria Pustelnick**

- **Involvement Champion Award - Mr John Paul Coe**

- **Community Group Award - Grand Day Out**

- **Paul Goggins Life Time Achievement Award - Mrs Jo Hastings**



Chair of the Tenant Committee Janet Papworth said,

"It was a great event and I would like to thank all the involved volunteers who helped make the day such a success. It was a fitting tribute to Nigel and everything he has done for Wythenshawe and on behalf of all the tenants we wish him all the best for the future. If you would like to become an involved tenant at WCHG then get in touch to find out more."



Mike Kane MP said,

"The tenant conference is always well attended by Wythenshawe Residents. It gives them the opportunity every year to hear about the great things going on in the constituency and to ask any questions about the area where they live. It is an excellent event and one I have attended every year since I was elected the MP for Wythenshawe & Sale East."



Alison Inman, former CIH President said,

"It was a real honour to be asked to speak at the WCHG Annual Tenants Conference about the CIH, 'Make A Stand' campaign against domestic abuse. For too many people in our communities, home is not the safe place it should be and it is great to see WCHG taking a lead in trying to change this."

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



GAMES TURN UP THE HEAT!

Thousands turned out in the summer heat to enjoy what was probably the hottest Wythenshawe Games yet.

The free festival saw 30 hours and 41 different sporting activities take place over 'themed' days which included Older People, This Girl Can, Sport for All Day and a Family Fun Weekend.

England Squash participated for the first time with 250 people trying out the sport while paralympian and former GB wheelchair basketball player Anna Jackson, UK Coaching's Disability Coach of the Year, helped deliver wheelchair basketball.

Across the five days:

- 17,325 participated
- 110 ran the Wythenshawe 10k (sponsored by Lidl)
- 5,043 under 5s took part in sports and activities
- 245 hours were volunteered by 39 WCHG colleagues
- 18 community volunteers supported the event from Virgin Media and Bespoke who signed up as part of the Wythenshawe time banking scheme



Organiser Lou Englefield from Pride Sports said:

"We hope we've inspired local people to get active all year round. Wythenshawe has a great sport offer, which means there really should be something for everyone."

The Wythenshawe Games launched in 2012 as part of the legacy of the London Olympics and is a partnership between Wythenshawe Community Housing Group (WCHG), Manchester City Council, Wythenshawe Forum and Pride Sports. For more information go to www.wythenshawegames.org.uk

Bee-autiful – trail that inspires

We were delighted to help bring the 'Bee in the City' to Wythenshawe - one of the most spectacular public art events Manchester has ever seen.

Run by Wild in Art and Manchester City Council, it brought communities together as 100 customized giant bee sculptures marked a free family-fun trail across the city, including Wythenshawe.

WCHG's Real Food team helped design a pop up garden to become the home for the supersized Wythenshawe Bee – see it at the Interchange where it is fast becoming a local landmark!

Each bee was designed by a different artist to celebrate the unique buzz of Manchester, from its industrial heritage to its vibrant music scene.



10 projects Share £10,000 to help young people

Young People in Wythenshawe have commissioned a record £10,000 worth of funding to support the projects that they want to see in the local area.

100 young people, aged 10-19, attended the 3rd Wythy Youth Bank event at the Woodhouse Park Lifestyle Centre and listened to pitches from shortlisted projects before voting for those they felt will have a positive impact on the lives of young people in Wythenshawe.

The event was supported by our Youth Involvement team and was attended by local councillors, MCC, GMP, and the CEO of Young Manchester, Justin Watson, who presented the cheques to the winners.



The winners were

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



Real Neighbours. Wythenshawe.

TIMEBANKING - A CURRENCY YOU CAN GENERATE!

The Time Bank is a way to use time as a currency and exchange your skills in your local community. The scheme has a strong ethos of bringing back community spirit and focusing on people's strengths.

For example, a keen gardener can bank hours supporting community garden projects by sharing their skills and then exchange them for skills from the time bank from other members such as baking, sewing or DIY.

You can also get involved in community activities and build hours by supporting community projects and events like The Grand Day Out Wythenshawe which is open to anyone over the age of 50. Grand Day Out brings people together to socialise in a friendly atmosphere with activities such as arts and crafts, bingo and dancing, organised by Time Bank volunteers.

There's also a range of volunteering opportunities across Wythenshawe to help meet your goals and to focus on improving health and wellbeing.

You do not need any particular skills to join the Time Bank, just a willingness to support the community. To find out more please contact Faye Greaves on 0161 946 6447 or faye.greaves@wchg.org.uk



Real Neighbours. Wythenshawe.

Be Bideford busy

Bideford Community Centre now has a full range of activities on offer for the community to enjoy.

Mondays, 1pm - 4pm: Free Functional Skills both Maths and English

Tuesdays & Thursdays, 10am - 4pm: Grab a Bargain at Bideford boutique! Check it out for household items and clothing at very low prices. Find items to brighten up your home, or an outfit for that all important interview - or just to make you feel great! All funds raised go back to support activities at the centre. Donations of clothing and household items are always appreciated!

Wednesdays, 12:30pm - 3pm: Over 50's Bingo - supported by our fantastic volunteers!

Fridays, 10am - 12 noon: Art Group

Last Sunday of every month: Sunday Lunch £3, pre book!



Bideford Community Centre
Bideford Drive, Baguley, M23 0QH

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

Making Christmas sustainable



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

There is so much waste at Christmas that no one can really afford. Here are some tried and tested ideas from the Real Food team for making 2018 a happy, healthy and sustainable Christmas for everyone.

- Eat less meat (more beans and lentils)
- Cook from scratch
- Make meals from your leftovers
- Eat seasonal food (winter veg in winter etc)
- Eat what you buy
- Don't eat to excess (you will feel better and slimmer)
- Support the Wythenshawe Pound and buy local goods
- Re-cycle wrapping paper (like the Queen)
- Drink less alcohol (be kind to your liver)
- Buy fewer presents (reduce your clutter)
- Donate to charity
- Give your time, instead of gifts to others... visit your aunty, make some mince pies for your elderly neighbour
- Be kind



New Year, New Start, New You!

Do you often feel under the weather? Tired of being stuck in at home with no company? Can't sleep as well as you used to? Perhaps a visit to the Green Doctor will help you?

Real Food Wythenshawe is offering Green Doctor sessions at Wythenshawe park and at the Geodome in The City College, Sharston. Activities will include horticulture, art and making and some gentle exercise. Enjoy nature, appreciate the seasonal changes, get some fresh air. The Green Doctor is just the tonic for a New Year, new you. Find out how to make simple changes to help you to eat better, get better and feel better! Contact Real Food Wythenshawe to find out more.





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

Tel: 0161 436 0560

www.WoodhouseParkLifestyleCentre.co.uk

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

Live and loving it!

Our first ever 'Lifestyle Live' music event was a roaring success with around 500 people enjoying more than six hours of live music – including some great numbers from local up and coming artists.

There was also a BBQ, craft activities, balloon modelling, scarecrow building and traditional fun fair stalls to enjoy.

We hope to host another music event soon. Keep a lookout at our Facebook page WPLifestyleCent and Twitter page WPLifestyleCent for further updates.



From Princesses to presentations...



...we have it covered

We can make your event extra special - whether it's for children, birthdays, anniversaries, weddings or presentations. We are even able to offer special Princess Party packages! Contact us to find out more and book your special date on 0161 436 0560 for more information

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.



Benchill Community Centre
Benchill Road, Benchill, M22 8EJ

Tel: 0161 945 0879

www.benchillcommunitycentre.co.uk

or [Facebook](#) benchillcommunitycentre

[Twitter](#): @benchillcomcent

From After School Club to babies and tots, take a look at what we have to offer and get in touch if you would like to take part



Real Benchill.

**BENCHILL COMMUNITY CENTRE'S
Open Access
Afterschool Club
Including Community Sports**

All schools welcome!
Ages 6 – 12 years

3:30pm - 5:30pm Term Time

Lots of activities including Sports, Arts and Crafts, IT, Playstation, Trip out, Games and Homework Support.

All sessions £1.00
(includes snack)

Parents & Tots
50p Per person.
Drink & Snack - Provided
Every Friday
8:00 - 12:00
Term Time Only



FREE COMPUTER CLASS & JOB CLUB

Benchill Community Centre

Every Wednesday

09:30am – 12:30pm / 13:00pm – 17:00pm

- Learn to use a computer
- Get help applying for work online
- Creating an email account for accessing online services
- Support with making a CV
- Support with preparing for an interview
- Help learning new skills using assistive technology
- Wythenshawe volunteering opportunities
- Get support using your own smart devices



For more information contact Alasdair - 07580 870 450
(Monday – Friday)

Benchill Community Centre on 0161 946 9520

**Come & relax in our
Sensory Room**

£1 per half an hour



HAVE A BUSINESS IDEA? ALREADY IN BUSINESS?

We can provide the support you need FREE through our professional Business Advisor!

- Developing your ideas
- Finance & HMRC
- Business planning
- Overcoming barriers
- Marketing & advertising
- Expanding your business

One-to-one sessions the last Tuesday of every month

We also offer:

- Affordable 100-300 sqft all-inclusive offices from £150pcm
- Meeting and training room hire
- Professional business address & virtual offices for £24pcm



To find out more call us on 0161 946 1056 or visit www.wythenshaweenterprise.com

Motiv8 has been set up thanks to £9.7m funding from the European Union through the European Social fund (2014-2020) and the National Lottery through the Big Lottery Fund as part of the Building Better

Opportunities programme. It helps people aged 25 and over to overcome multiple barriers preventing them from engaging with training, job search and employment opportunities.

Mark's story

Before Mark contacted Motiv8 he was living in a hostel. He had realised that he was an alcoholic and had signed up for help through Alcoholics Anonymous and also a 14-month rehabilitation programme, which put him in touch with Motiv8.



When he unexpectedly became the full-time parent for his young daughter he worried he would not be able to continue his construction and maintenance training due to his caring responsibilities. However, with help from Motiv8 and the course organisers, Mark not only continued the course but passed with flying colours.

He said: "I received some great feedback and shortly after the programme ended they

called me in for an interview and I've now secured a Mature Apprenticeship position in carpentry. This has always been my dream job, doing up houses, and I can't wait to get started."

He has also been given the keys to a new home in an area that is perfect for his daughter's school and his new job. He has recently celebrated two years without a drink.

Mark said: "Motiv8 has been supporting me every step of the way – and the crucial thing is that they said 'what do YOU want to do' and then they provided great guidance and support to make it happen. I can't thank Motiv8 enough."



NATIONAL LOTTERY FUNDED



To find out if Motiv8 could help you, visit www.motiv8mcr.org or call 0161 3312048 or email info@manchesterbbo.co.uk

We can help!

If you complete a voluntary Internship with us or our partners

- You will gain 2 days a week for 8 weeks of recent work experience
- New skills and confidence uplift
- An opportunity to apply for any internal WCHG vacancies
- A guaranteed interview for our 12 month Wythenshawe Futures Employability programme

Wythenshawe Futures

Offers:

12 months contract £8.75 per hour
(Living Wage Foundation)

35 hours per week

Gain Level 2 qualifications

www.wchg.org.uk/futures

Real Stories



Mukil

"After a long gap from work due to family commitments, I was filled with apprehension about how I would get back into my career. WCHG has a great atmosphere to work and learn as everyone is helpful and supportive. There are a myriad of opportunities for career growth in the company as training is provided to update to the required standard. It has been excellent from day one, as working at WCHG has given my confidence back. Thank you so much!"



Daniel

"I was unemployed for over 5 months when I heard about WCHG internships. I applied and was first placed in Wythenshawe Works with my mentor, Natalie. This was a valuable experience particularly in developing confidence at work. I was then recruited to the finance team for 2 months as an accounts assistant. I had the interview for the Futures programme and was successful in gaining a 12 month paid position with training. During this time, I have new found confidence, learned new skills and I am also working on gaining my level 2 in Business Admin - all funded by WCHG."



Gillian

"Through the apprenticeship scheme, WCHG have invested in me and others from the community. After many happy years as a homemaker I have returned to work via an apprenticeship. Their investment has enabled me to gain skills to take forward in the future. The apprenticeship scheme has therefore been invaluable to me. WCHG and their continuous support and training has created an opportunity for me to start my career in housing and for that I will always be indebted to them."

Real Jobs. Real Training. Real Opportunities.

More than 250 people have been supported into work over the past two years.

Real Opportunities offers:

- One to one support
- Email alerts
- Job Club
- Volunteering opportunities

Visit www.wchg.org.uk/real-opportunities to join or find out more.



Taking the Stock Market by storm!

A group of students from Saint Paul's Catholic High School in Wythenshawe came first in a schools' Stock Market Challenge at Manchester Business School after more than tripling their initial 'investment'.

Competing against 23 other schools, the pupils had to buy and sell shares. Each pupil had a role to perform: Finance Manager, Investment Analyst, Media Analyst, Floor Trader (Seller) and Floor Trader (Buyer). They had to make decisions across five simulated days, reacting to intermittent television news bulletins, radio news bulletins, daily newspaper articles and news flashes.

St Paul's managed to increase the value of their investment from £20,000 to £69,000!

Mr Paul Seddon, Head of Maths at Saint Paul's, said: *"The competition is a great way to encourage team building and a wide variety of employability and communication skills and has strong links to business related mathematics. The challenge taught students that you have to work well in a team and commit to your particular job in order for the whole team to benefit. It also helped them to develop skills which would be essential for a job in this area, such as quick thinking, analysing information, making reasoned evaluations, applying critical thinking and decision making."*



From Quarry Bank to Egyptology!



Newall Green has forged some exciting new partnerships.

A link up with the local National Trust site Quarry Bank offers students and families exclusive access to learning programmes and family passes to visit all year round, free of charge.

A collaboration with Manchester Museum has enabled the school to host the 'Inflatable Museum', welcoming primary school students from across Wythenshawe alongside Newall Green students to take part in workshops about Egyptology and handle genuine artefacts, facilitated by Manchester Museum staff.



They are also running the 'Shabti in Schools' project, a unique opportunity to house an ancient Egyptian artefact from 2500BC and deliver a learning programme on Egyptology to the wider community.

The Shabti exhibition was officially opened on the 19th of November by Mike Kane MP who spoke with the Year 8 Art Committee about our community, and our partnership with Manchester Museum.

Buzzing at MEA

There was a real buzz in the air at the Manchester Enterprise Academy (MEA) Open Day with hundreds of visitors touring its world-class educational campus and enjoying a whole host of 'bee' or 'Manchester' themed activities.

The theme followed the hugely successful 'Bee in the City' trail in Manchester – see Page 15 – and the return of MEA's very own Bee to the Academy.

From 'Beeing an Entrepreneur' in Business Studies and 'Beeing from Manchester' in Geography to 'Beeing Mathtastic' and 'Beeing a Scientist', there was something to inspire the many primary school pupils and their families who visited.

In History, guests took selfies with a suffragette and found out more about the Industrial Revolution; Performing Arts gave dance, singing and drama performances; English encouraged visitors to add their own lines to a famous Manchester poem and Science offered everything from heart dissections to finding out more about medical discoveries right here in



Manchester. Read about five bursaries WCHG has presented to MEA students on page 3

In the last couple of years MEA has been oversubscribed. Find out about high school application deadlines for 2019 at www.manchester.gov.uk/admissions. If you missed the opportunity to visit MEA on Open Evening but would like to find out more please get in touch on 0161 499 2726 or email admin@meacad.org.uk.

Bigger. Brighter. Better. MHA Opens New Building

Manchester Health Academy opened the doors of its new building for the new academic year - providing 18 new classrooms, each with cutting-edge teaching and learning technology, improved acoustics and energy saving lighting.

There is also a glass roofed atrium - a wonderfully light and airy space that features a large video wall and integrated public address equipment, lending itself to both exhibitions and audience events.

Principal Kevin Green says: "I am proud that so many young people can benefit from world-class facilities. I want to see our students getting the most out of their time at the Academy, both academically and in terms of participation in sports, performing arts and other areas of interest."

The £10 million transformation programme of the Academy's estate has already seen the addition of a new dining room extension, multi-use games area and FA standard all-weather pitch.



MANCHESTER
HEALTH ACADEMY

Learning for a healthy future



ABOUT MANCHESTER CHAGOS ARCHIPELAGO COMMUNITY GROUP (MCAAG)

The Chagos Islands is an Archipelago in the British Indian Ocean Territory. During the 1960s, Chagos natives were removed from their homeland and settled in places such as Mauritius and the Seychelles, before many of them found their way to the UK where they are now residents.

There are around 150 households of Chagossian decent in Wythenshawe who have been settled in our neighbourhoods for around 12 years now. However, it can still be difficult for some of them to access services such as health, housing or employment because of language barriers, inadequate visa related documentation and for other reasons.

WCHG has been working with this community since March 2018 and has set up a community group which is supported by our local MP Mike Kane. Since working with the group we have been able to assist families in getting the correct access to housing and we have an action plan which the group are working towards to deliver projects that will benefit their local community.

The government has made £40m available to Chagossian communities to help settle in the UK and the Chagos Group in Wythenshawe has visited the Home Office to have conversations around this.



Chair of the Group, Louis Elyse said:

"Working with WCHG has been really positive for our community. We have been able to help families access better housing conditions and are now planning some trips for residents to go back and visit the Chagos Islands."

WCHG is open to working with communities of any type in the hope we can increase residents access to housing and other services. If you represent an incoming community or are involved with a community we don't currently engage in, please get in touch with Dean Slavin in the Resident Involvement Team on 0161 946 6351 or getinvolved@wchg.org.uk





Wythenshawe
Community Housing Group

PROUD TO BE...

... in this year's Manchester PRIDE festival. The theme of the event was Circus of Acceptance. Huge thanks to all the volunteers who took part in the event. See you again next year!



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.



Performance up to the end of October is:

-  Current Rents Arrears - 3.81%
-  Average time to relet a property - 20.51 days
-  Percentage of repairs completed on time - 99.97%
-  Percentage of repairs completed on first visit - 92.90%
-  Customer satisfaction with repairs - 99.91%
-  Percentage of phone called answered in 30 seconds - 86.00%

Stitch Together!

Ages 16 yrs plus - all skill levels welcome!



Bring your own project

Every Monday 1pm till 4pm
At Wythenshawe Forum Library
For more information please contact
Sheila 07747 10545 or email
Sheila.fasoi@virginmedia.com

GRAND DAY OUT

The Grand Day Out takes place every Wednesday at Wythenshawe Forum.

Come along, meet new people and have fun!

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
Northern Moor TARA	Pedro Odjidja	Call for information	TBC	0161 946 6315
Chagos Islands TARA	Louis Elyse	Call for information	St Andrews Church	07847 777882

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

Universal Credit: What you need to know



Universal Credit Full Service (UCFS) went live in Wythenshawe on 25th July and more people are claiming it.

Make sure you are prepared by checking out our website at www.wchg.org.uk/universal-credit-overview/ Some of the rules are different to the old "legacy" benefits such as Job Seekers Allowance and Income Support:

- **Carers:** if you care for a severely disabled person for at least 35 hours a week you can get an extra Carer Element in your UCFS and don't have to be claiming Carers Allowance. Unlike the old system it doesn't matter if you are working or how much you earn.
- **Christmas overtime:** if you take on extra hours over Christmas and your wages rise (meaning you don't get any UCFS) you will need to claim UCFS again – see page 6 for more on overtime treatment.
- **Unfit for work:** if you make a claim for UCFS straight from being on Employment Support Allowance (ESA) and have already been found unfit for work that decision should transfer over and any extra elements should be added to your UC claim straight away.
- **New parents:** A birth certificate and letter from your GP should be enough to get the extra child element paid in your UCFS straight away. You don't have to wait to get your Child Benefit award.

More on Universal Credit and your salary on page 6. If you have any queries contact our Financial Inclusion Team on: 0800 633 5500 (free from landlines) / 0300 111 0000 (local rates from mobiles) or email moneyadvice@wchg.org.uk

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

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

Contact Us

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

FOLLOW US

- @wythenshawe_chg
- Wythenshawe-Community-Housing-Group

www.wchg.org.uk

BEWARE! CYBER SCAMS

Scam emails can be very plausible. Recent scams include emails which suggest the tax man owes you money and then asks you to follow a link:

- Only open emails from senders you recognise
- Never follow links you have not requested or give bank account details in response to unsolicited emails
- Banks will never ask for your bank details over the phone
- All official government emails will have a .gov.uk address

If in doubt – contact our Financial Inclusion Team on: 0800 633 5500 (free from landlines) / 0300 111 0000 (local rates from mobiles) or email moneyadvice@wchg.org.uk before responding to an email you think is suspicious



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