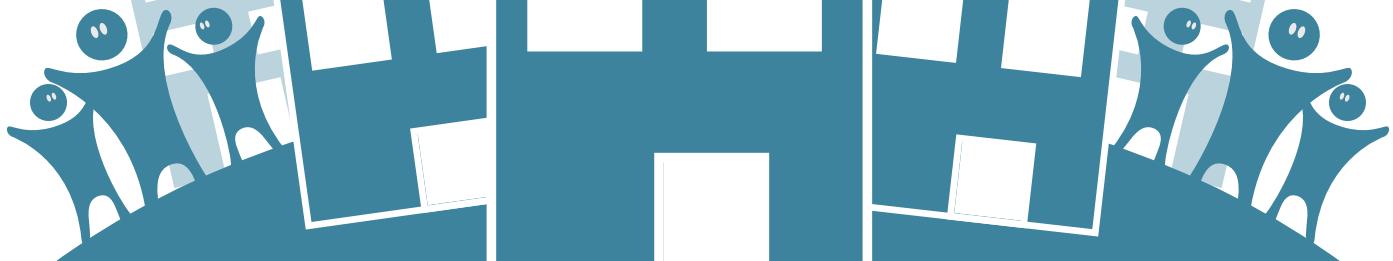




**Southway**  
Housing Trust



SOUTHWAY HOUSING TRUST  
Annual Report 2013 / 2014



providing  
**quality homes**  
IN SOUTH MANCHESTER  
to people who need them...

# contents...

4 **INTRODUCTION**

5 **VALUE FOR MONEY**

**6-11 YOUR HOME**

6-7 Repairs

8-11 Development

**12-24 YOUR COMMUNITY**

12-14 Employment, Training & Volunteering

15-17 Supporting you, Supporting your environment

18-22 Customer Involvement

**23-24 AGE FRIENDLY**

# A GOOD YEAR & A PROMISING FUTURE...

The past year has been an exciting year for Southway Housing. We have **laid the foundations** of our future as an organisation and therefore, what tenants can expect from us and our services...

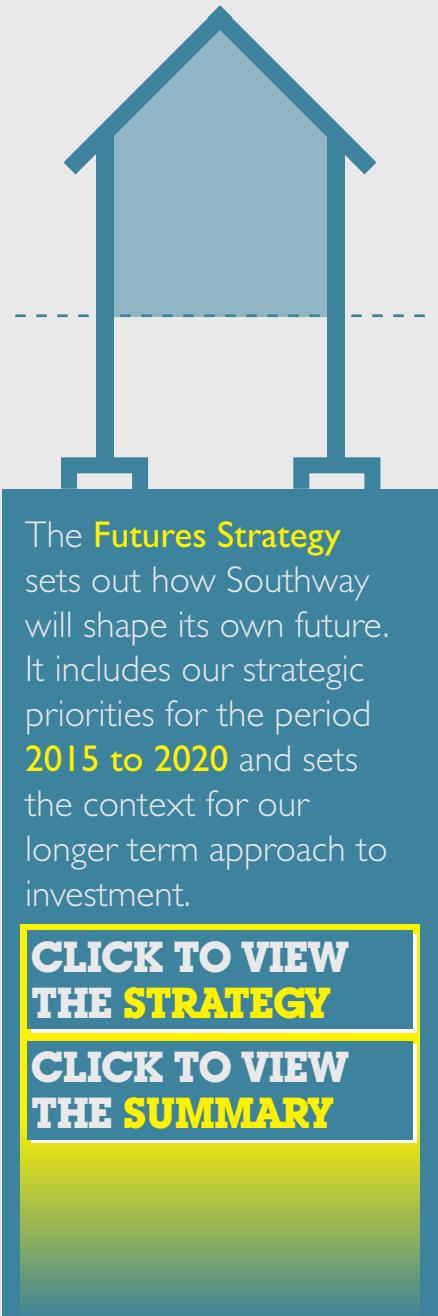
This report goes through the past year and what we have provided to tenants, and looks at how effectively we have done this. We also take a look at the foundations we have laid for the coming years.

**This was achieved by creating our Future's Strategy**, which outlines our aims, ambitions and plans going into the next five years and beyond.

In this report, we will break down our key service areas, from home repairs to tenant support and rent to environment to show you how we work, how we invest and our performance against this. We also want to show you what we plan to do in these key areas.



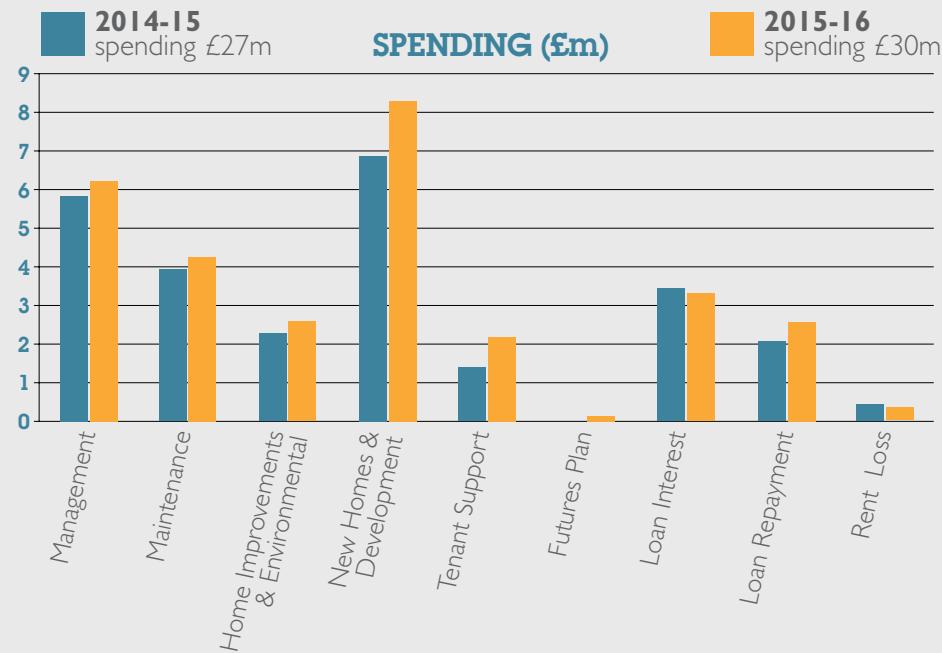
We will work in partnership with others to make South Manchester a place that people are proud of – a safe place where people choose to live, work and play.



# VALUE FOR MONEY...

Getting the **best value for money** runs throughout everything that Southway Housing does; so much so, that we have an entirely separate report dedicated to value for money. This includes case studies and full examples of how we ensure we achieve the best value for money possible in all our work and decision making.

**Below is a quick overview of the area's where money has been spent**



# YOUR HOME

## Repairs a look back...

This service is a key part of the way we work. Keeping tenants homes in good shape is a huge priority for Southway Housing and so we've broken down the way we work into some **key statistics** to show you what we've done, and how we've done it.

### Our year looks like this...

Completed over  
**23,800**  
“responsive” repairs.



**3,240**  
additional **major or improvement** repairs completed.

**£58.70**  
average cost of repair:

**4.7 days**  
average time to **complete a repair** from time of repair being reported.

Repairs completed  
**‘Right First Time’**

**92.9%**  
(target of 95%)  
(2013/14 88.5%)

**98%**  
customer satisfaction



External painting programme completed

**631** properties.



**50** kitchens and **80** boilers were successfully installed with **98.6% customer satisfaction**.

**GAS**



We finished the year with all properties covered by a valid Landlords Gas Safety Record.

**10,244** gas and electrical repairs were completed.

**99.9%** completed on time and **94.5%** were completed right first time (within one visit).

## > ENERGY IN YOUR HOME

## YOUR HOME

In Winter 2013 we partnered with **Utilita** to promote their pre payment tariff. A total of **528 tenants** switched to Utilita, around **20%** of pre payment tenants. This was a higher take up than most major switching initiatives. One year on and **28%** of recipients answered our survey, telling us that **tenants are saving an average of £30 a month.**

**£150,270** estimated total annual saving for our tenants as a result of the initiative (this is in addition to savings from the **Energy Dr** service)

**96%** are very satisfied/satisfied with Utilita

**73%** are saving money, compared to their old supplier

**96%** find the new smart meter and in-home display "very useful"

**86%** find it easier to top up



'It has made me feel as if **I am in control**, it tells me if I am using too much, or if I can use more energy'



'Much **more convenient** to top up using the internet and phone'

'I have found Utilita **much cheaper** than my previous provider'

## Repairs A LOOK TO THE FUTURE...

As we look at our future's strategy and what we are preparing for the next five years and beyond, we aim to...

- Seek to maintain and improve on repairs and empty property turnaround times.
- Maintain 100% Gas Safety compliance.
- Offer our services to the wider public, aiming to become the '**Repairs Provider of Choice**' in the South Manchester area.



### South Manchester's home repairs service

Our trusted handy repairs service is now available to leaseholders, with fully qualified repair professionals delivering repairs, big or small, to guarantee your home is safe in our hands.



# YOUR HOME

# Development a look back...

Providing quality homes in South Manchester to people who need them, is another key priority for Southway Housing, and here's some of what we've been doing to meet these housing needs in the past year...

## Investing in New Homes

During 2013/15 Southway built its first new homes and has established a programme of new build through to March 2017.

The developments look to regenerate local neighbourhoods and provide homes to those in greatest need. At this stage, the focus is on providing smaller homes for affordable rent, supporting those affected by welfare reform and to increase the range of housing we can offer to older people.

### > EMPTY HOMES

A Southway priority is to bring private empty homes back into use as affordable rented homes.



We added...  
**13 private sector homes** that were empty for more than 6 months to our stock in **14/15**

### Whitby Road **BEFORE & AFTER...**



## New Build and Regeneration

Spend to the end of **March 2015**  
on providing new homes was  
**£5.368M**



### > NEW BUILDS INCLUDE:

#### Talbot Court



18 homes were completed March 2015 and all were let in the first two weeks in April, with 16 tenancies let to under occupiers moving from other Southway homes.

#### FACT:

*Talbot Court* was shortlisted at the **Housing Excellence Awards** in the “*Best new Affordable Housing*” category.



#### Holland Court



Southway bought Holland Court in August 2011. Built in 1978 the building was in need of major works. It was converted to 21 x 1 bed flats, and all communal spaces now provide a bright newly refurbished community area. It was refurbished in line with our **Age Friendly strategy** to enable people to live independently for as long as possible along with filling the need to supply affordable quality housing choices for older people currently under occupying larger family homes.

#### FACT:

Eight apprentices were engaged on site as part of the new build programme; seven with **Wates** and one with **Emanuel Whitaker**, exceeding the target of **two trainees per £1M of spend**.



**£2.267M**

spent purchasing properties

**15 properties**

purchased (2 leasehold properties and 13 Empty Homes)

# YOUR HOME

## Community Buildings

Due to the significant needs of local tenants and residents the provision of community services in the area is a priority for Southway. The main purchase was [Buckthorn House](#), which now provides a range of popular services for local people and groups.

## Mersey Bank Shopping Parade

In 2014/15 we bought four empty units on the Shopping Parade at Mersey Bank Avenue which has suffered from decline in recent years, and began their refurbishment. In 15/16 they will be let out as a [Pop Up Shop](#), community café and other commercial and residential uses.

## Homes for Britain



In 2014 we signed up to the [Homes for Britain campaign](#) to highlight the housing crisis and actions that the future government could take to tackle it. We joined the rally on March 17th to make a noise about housing, calling on all political parties to commit to ending the housing crisis within a generation.



FOR MORE ABOUT  
BUCKTHORN HOUSE...

**CLICK TO JUMP  
TO YOUR  
COMMUNITY**



Southway Supports Local Business

**WANT TO SEE  
YOUR BUSINESS  
HERE?**

Unit is available to let on short term/flexible/affordable terms

**Tel : 0161 448 4200**  
[connect2southway@southwayhousing.co.uk](mailto:connect2southway@southwayhousing.co.uk)

Above: Advert for  
**Mersey Bank Pop Up Shop**

We receive **180 bids**  
for each rental property that  
becomes available.

# Development

*A LOOK TO THE FUTURE...*

**YOUR HOME**

## *FUTURE PROOF HOMES*

**To make sure our new homes are fit for the future, all homes:**

- Have high energy efficiency performance so tenants save on heating bills.
- Built to digital access standard, to ensure residents can have wireless access to the internet.
- Built to our **Lifetime Home** principles meaning that layout and designs are able to support people as they move through their lives.



## *WE WILL:*

- Carry out a new stock condition survey and use the results to inform the investment needs in our housing over the next 30 years.
- Continue to provide support and advice to tenants to enable them to save money on energy.
- Deliver a key project during 2015/16 which will be the continuation of our Solar PV installation programme.
- Increase the supply of affordable homes in or close to South Manchester.
- Continue to regenerate neighbourhoods.
- Begin to deliver homes for market rent.

**How we will know we have succeeded...**

*We will have delivered more new homes.*

## YOUR COMMUNITY

# Employment, training & volunteering a look back...

We want to support people to gain skills and move into work, linked to our [2020 aspiration](#) of everyone who is able to work, being in work. In order to do this we fund services provided by local voluntary sector groups as well as employing a Southway Officer – in 14/15:

**569 tenants**  
accessed these services.

**54 people**  
got a job as a direct result. (KPI target of 45)

**715 Timebank hours**  
were contributed by members of the scheme.  
( KPI target of 300.)



# YOUR COMMUNITY

## >EMPLOYABILITY PROJECT

An Employability Project for 18-25 year olds was developed and delivered by the Young Persons Involvement Officer with support from colleagues and other organisations. This was a pilot project which was very successful and will be repeated in 2015/16.

The programme covered CV writing, job searches, team working, understanding an organisation's structure and policies, confidence building and one to one support.



### The project resulted in:

- 4 young people getting interviews
- 1 young person being accepted into university
- 1 young person gaining full time work
- 1 young person in a two year apprenticeship as a teaching assistant
- 1 young person gaining a job in a shop



## >BUCKTHORN HOUSE

We have also opened a new community centre in **Buckthorn House** on the Arrowfield Road estate in Chorlton. The building now has an IT suite, large kitchen and community space where we offer a wide range of services and activities for all ages.

Buckthorn House is another addition to the 'offer' of community spaces and buildings within which we have a stake across our area, which includes the Barlow Centre, Westcroft Road, Burnage Library and Old Moat Sure Start.

# YOUR COMMUNITY

# Employment, training & volunteering

A LOOK TO THE FUTURE...



## Employment & Training

- Continuation of Employment Support Officer and Learning Hub services to upskill and support people into work, working in partnership with a wide variety of statutory and voluntary sector providers
- Understand tenants' employment status, skills & aspirations
- Further development of self employment services and opportunities

## Volunteering

- Roll-out of the Timebank to each of our management areas
- Implementation of the Volunteering Framework for use with volunteers across Southway



## Health & Wellbeing

- Work with other agencies to help improve residents' mental & physical health
- Develop strong local partnerships and health and social care to improve the wellbeing of residents.
- Measure success by numbers taking part

## Partnerships and Community Buildings

- Invest in a network of community buildings
- Support community organisations to deliver essential services in our neighbourhoods

## Supporting you, supporting your environment

We are committed to working alongside partners in your communities, with you, to help support and improve the environment and the communities you live in. **How have we done this in 2014/15?**

### Safer Communities - a look back...

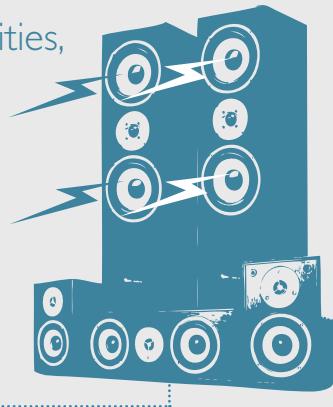
315 Anti Social Behaviour (ASB) cases dealt with.

Average of **33 days** to fully resolve a case (a one day reduction compared to 13/14).

**9 out of 10** people who reported a case to us were satisfied with the way it was handled.

**SEE SOUTHWAY STORIES  
FOR MORE INFO**

Most common cause of ASB is  
**noise nuisance.**



Worked in partnership with **Greater Manchester Police** to end the tenancies of 2 households because of their behaviour.



### Safer Communities *A LOOK TO THE FUTURE...*

New legal powers will allow us to tackle more Anti Social Behaviour and provide more support to victims of serious Anti Social Behaviour.

- We will speed up the way tenants can report or raise concerns about their cases, and put victims needs at the heart of our approach.
- We will work with **Manchester Community Safety Partnership**.



# YOUR COMMUNITY

## Green Spaces - a look back...

We own more than 150 separate green spaces throughout South Manchester (altogether a space bigger than Ladybarn Park!)

We have continued to invest in our green spaces. Hopefully you will have seen the efforts Southway is making to improve your local area as we invest in creating more biodiversity, notice boards, dog bins and a raft of fun and educational events for our residents.

Southway has played a key role in

the success of the Grow Wild in partnership with Manchester City Council, the National Trust, Landlife Wildflowers, and Kew Garden. Southway has also made a link with the Lancashire Wildlife Trust to look at developing joint work on projects.

In partnership with [Sow the City](#) we have provided a programme of events throughout the year connected to residents growing their own produce. We commissioned [Sow the City](#) to expand this programme to healthy cooking, for the link to be made between growing your own food, to food on your plate.

**GREEN VOLUNTEER!**  
[CLICK FOR THE CASE STUDY!](#)



**COMMUNITY COMMITMENT DAY**  
[CLICK HERE TO SEE THE VIDEO!](#)

### A FINISHED PROJECT



### GROW YOUR OWN



## Green Spaces A LOOK TO THE FUTURE...



We will **increase the impact** and visibility of Southway's Environment team.



We will increase the number of tenants engaging with us on or around our green spaces through a **varied events** programme.



We will expand the programme further in 2015/16 to include a **community garden** being created in the grounds of **Withington Fire Station**.



We will achieve **green flag status** for our green spaces.



We will develop and improve working relationships with local "green" groups.



## Supporting tenants - a look back...

We do a lot of work to support tenants in a whole variety of ways.

Below we look at some of the things we've been doing in 2014/15

### > COMPLEX DEPENDENCY

We've been working with [Manchester City Council](#) to co-produce the Complex Dependency way of working; As one of only two social landlords taking part in the pilot, we have been addressing more than housing issues, for example, by looking at a role for housing providers in Safeguarding children at risk and Domestic Violence cases.



### > HOARDING PROJECT

We've looked at a better approach to this issue by aiming to address the underlying issues that led to the hoarding behaviour as well as ways of clearing the property or downsizing / moving people to have a fresh start in a supportive manner. We are also clear about the role of enforcement and legal options, how to work in partnership with other agencies in particular the [Fire Service](#), sharing information on the approach with the [Family Recovery Service](#).

## Supporting tenants *A LOOK TO THE FUTURE...*

We aim to embed the support services we offer households through close partnership working with [Manchester City Council](#) and others. We will monitor outcomes of help provided to families and individuals with complex needs through the provision of **tenancy sustainment**, **Complex Dependency** and **Troubled Families support services**, including referrals to foodbanks, charity applications, internal debt and welfare advice services and other agencies.



# YOUR COMMUNITY

## Customer Involvement - a look back...

We are always looking to provide tenants with the chance to get involved with Southway and also give back to the community with events that everyone can enjoy...

### > FUN & FEEDBACK SESSIONS

- 3 Fun and Feedback sessions in 2014
- 3 Winter Festival events took place in the Autumn.

Each had advice and information on everything from money management, volunteering and getting online to hate crime, safety and keeping warm and healthy. There were also a number of fun activities and games for children and free refreshments and raffles for all!

### > NEW CUSTOMER INVOLVEMENT STRATEGY

Focus on gathering feedback from our customers while out and about in the community to help make improvements to the way we do things.

### > TENANT SCRUTINY PANEL

Our Scrutiny Panel consists of volunteer tenants who look at our processes from a tenant's point of view to help improve them. It recently completed its 4th review making a number of recommendations around concessionary services (gardening and decorating). Staff are now working hard to ensure we implement the agreed changes.

### > FITNESS SESSIONS

14 young people took part in fitness sessions developed and delivered to 14 young people in partnership with Barlow Moor and Ladybarn youth groups.

Join us for a day of **Fun & Feedback**

**3 X £250 PRIZE DRAW** Food & Refreshments Competitions Raffle

**Saturday 5th July** Old Town Hall, Stretford, Old Market Lane, Withington M20 1DE 11am-2pm

**Friday 11th July** The Barlow Centre (formerly known as Barlow Moor Community Centre), Merebank Avenue, Chorlton M21 9NT 4pm-7pm

**Saturday 19th July** St Margaret's Church, Bumster Lane, Old Trafford M14 1FL 2pm-5pm

**Fun Activities** Face painting Henae Hen party Castle building Cake making Circus skills and lots more...

**Safe & Secure** Stalls on: Hate crime/anti-social behaviour Police advice Healthy Living Network CIT Legal Advice (UDG Legal Support Services)

**Free Food & Refreshments** Hot & cold drinks Hot dogs Food tasting

**Free Advice & Information** Welfare Reform Wellbeing Energy Efficiency Digital Inclusion Time Banks

For more information or to book transport please contact m.ward@southwayhousing.co.uk or Davon Pooyer on 0161 448 4229, 0161 448 4200, d.pooyer@southwayhousing.co.uk All child

**Age Friendly EVENT**



# YOUR COMMUNITY

## > MONEY MANAGEMENT

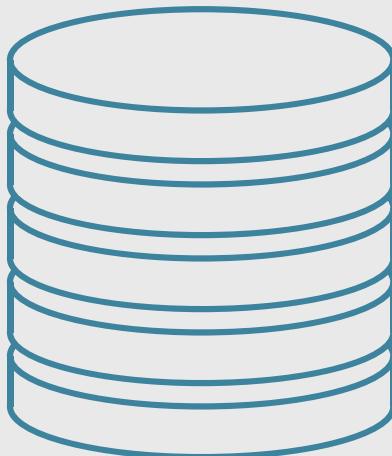
We collected **99.45%** of rent (£25,415,172) – an increase of 0.34% on last year

**£141,439** of due rent remained uncollected (compared with £221,644 last year)

The results are positive, as many of our tenants still feel the effects of welfare reforms which remain an issue for approximately **950** of our tenants.

**20** tenants are affected by the benefit cap.

The **Advice Services Team** had another very busy but productive year, helping tenants to save **£1.5 million** for the second year running (benefits successfully gained for tenants.) The service became even more important to tenants in our area as public sector budget cuts saw the removal of CAB face to face services last year.



These savings were achieved through various activities...



# YOUR COMMUNITY

> WE ALSO LAUNCHED  
SOUTHWAY REWARDS...



ARE YOU USING YOUR CARD?

[CLICK HERE!](#)

## Southway Rewards



We launched our HUGE tenant incentive scheme in 2014/15 to give something back to tenants. So far, we have held 14 draws, awarded 30 tenants £20,000 between them, plus hundreds of tenants have won prizes from TV's to tablets.



Louise Bonnar from Old Moat won one of our £1000 monthly draws this year (and had also previously won £150 shopping vouchers in the [Christmas Rewards Draw!](#))

When I got the letter I had to read and reread it and put the number into Google – I didn't believe it was from Southway. Then they came round on April 1st with a **giant cheque** and a **giant cat** and I thought it was an April fool! , ,

# YOUR COMMUNITY

## > DIGITAL INCLUSION IN 2014/2015

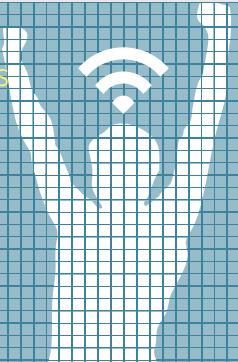
Digital Inclusion means ensuring individuals and disadvantaged groups have access to, and skills to use, computers and the internet. This was an exciting year as many of our initiatives have developed and grown in momentum. In July 2014 a Digital Inclusion Project Officer was appointed to help tenants to gain vital digital skills and gain confidence when using computers.

A few examples of our progress in this area include:

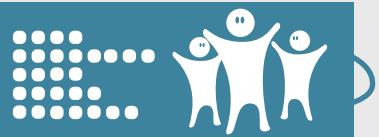


We recruited and trained:

10 Tenant Digital Champions  
21 Staff Digital Champions  
10 Junior Digital Champions  
from Chorlton High School.  
These have assisted  
over 200 people  
to develop computer skills.



Two new Digital Community Groups have been established.



We successfully run:

Digital Drop-In sessions  
Computer Workshops  
Get-Online Week & Be-Online Campaign  
helping over 200 people to get online



Working in partnership with Southway's Age Friendly Project and Age Friendly IT, we have helped over 560 people to access help to get online.



As well as helping people to gain skills and increase their confidence levels we've also helped them to save money, increase employability, pursue hobbies and even empowered them to be able to help others on "techie matters".

The next financial year is shaping up to be another exciting year for Digital Inclusion at Southway as we continue to work towards "**Digital for all**"

# YOUR COMMUNITY

## Customer Involvement *A LOOK TO THE FUTURE...*

**BIG CHANGES** are coming up which will improve the way we provide services to our customers.

We used the information you gave us in a large customer survey (2014) to help inform how these changes would look.

We aim to transform our **landlord service** by...

- Achieving high standards and improving customer satisfaction.
- Making better use of technology to support services.
- Meeting tenants' individual needs.
- Complementing services provided by other agencies.



### How we will know we have succeeded...

We will have increased the proportion of tenants who are satisfied with our services and neighbourhoods.

Maintain excellent performance compared to other landlords for the cost, quality and delivery of our services



# Age Friendly

## - a look back...

Southway is committed to making services and neighbourhoods age friendly. To do this we work closely with older people to plan, develop and deliver what they want and need. Over the past year there has been a whole host of different projects aiming to support people to enjoy social activities, meet new people, learn more, to get out and about and be involved in their communities.



Over 200 older people supported to use computers and to [get online](#) enabling them to access services they may otherwise not be able to.

Development of a [Gardening Group](#) installing raised beds and providing education.



# YOUR COMMUNITY



Both the [Old Moat Community Champions](#) & [Age Friendly Design Group](#) are made up of older members of our communities who continue to provide valuable insight and opinions on age friendly projects such as Copson Street, the Old Moat Legibility Project and housing design.



Further development of the projects and groups from our community venues such as [Grove Lane](#), [Westcroft Community Centre](#) and [Buckthorn House](#).



Information and Advice events on [Safety & Security](#) and [Winter Warmth](#).

Exercise Classes, Coffee Mornings, Luncheon Clubs and Craft Groups.

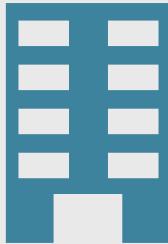


Refurbishment of Holland Court Sheltered Housing Scheme.



Development of Talbot Court apartments.

**TALBOT COURT**  
APARTMENTS



Naturally Occurring Retirement Community (Mobility scooter driving lessons)

## Age Friendly *A LOOK TO THE FUTURE...*

**Naturally Occurring Retirement Community:** new and innovative project which aims to bring together health and social care services on the same site, establishing an inclusive community for older people.

Share and expand expertise and influence.

**Old Moat Legibility** to be implemented by Christmas 15 – this will ensure that older people are able to navigate their way around the estate and feel safe and satisfied to live there.

Improve quality of life of all older people in South Manchester.

Contribute to MCC Extra Care Strategy.

Develop new homes of all tenures to meet the needs of older people.

### **How we will know we have succeeded...**

*Be recognised as a centre of best practice.*

*An increased proportion of older tenants and local residents will tell us that our services and neighbourhoods are age friendly.*



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hören  
zu hören

28

OS



Southway Housing

[www.southwayhousing.co.uk](http://www.southwayhousing.co.uk)



@SouthwayHousing