

Your home, safe in our hands

March 2016 Newsletter

## Futures Strategy

The back pages of this newsletter contain Southway's plans for the future!



Improving  
your  
community  
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## What's inside...

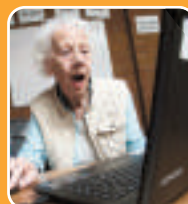
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Flip the publication over to read our Futures Strategy 

# Make life easier online!

Over the last year we've helped more than 500 of our tenants to get online and:

- save money
- find jobs
- gain skills
- book repairs
- reconnect with family members
- and much more!

Whether you're a complete beginner or would just like to be shown how to use our tenant portal, we can help make your life easier online.

- We can introduce you to one of our Digital Champions; they can come to your home, meet you in a local library or community centre or even a local coffee shop. All of our Digital Champions have their own equipment and know their way around a computer. Call 0161 448 4200 and ask to speak to Stacey, our Digital Inclusion Officer.
- You can register for one of our Internet Savvy or Silver Savvy

training courses by calling 0161 850 7458 or, if you're over 50, 0161 375 0633. We'll teach you everything you need to know, from how to switch the computer on to Facebook and how to access our tenant portal to order repairs. As part of this course you can also access low cost equipment and all of those who complete the course can get a 50% reduction. All of our venues are accessible and we can arrange transport to get you there. Hard of hearing? No problem! All of our centres are fitted with hearing loop equipment.

- You can come along to one of our Brew & Browse sessions at Buckthorn House in Chorlton on Fridays between 10am and 12pm.
- You can book a place on one of

our weekly computer sessions at Burnage Library by calling in to speak to one of the volunteers or call 0161 227 3774 for more information.

- You can drop-in to our UKonline centre at Westcroft Community Centre on Tuesday and Thursday mornings and Tuesdays at Old Moat Sure Start Centre, for support to get online.
- Need a computer? We can help you find the right equipment and best home broadband deal for you, to suit your needs and budget!

**Are you housebound or do you have a disability that prevents you from using a computer? We can help! Simply call 0161 448 4200 and ask to speak to Stacey to find out more.**



## Residents' committees - Join us!

**Our residents' committees are looking for new members. Committees help to create a community spirit, meet with Southway, Manchester City Council, the Police and others to look at ways of improving the area, and are consulted about plans for the estate.**

**Merseybank Estate Group** meets on the first Wednesday of the month at Barlow Moor Community Centre at 7pm.

**Barlow Hall Neighbourhood Group** has open meetings on the first Monday of the month at St Barnabas Church, Hardy Lane, at 7pm.

If you would like to join a group or for more information please get in touch with Tina Murphy, Customer Involvement Officer, on 0161 448 4200.

## Time to spend



**Would you like to be more active and engaged in your local community? To join a network where you help people and in return have people help you? If so the Community TimeBank may be for you!**

When a TimeBank member helps another they 'earn' the time back in their own TimeBank account. They can then 'spend' the time by having somebody help them. Members help with decorating, teach Yoga, give lifts to appointments, and share languages or cooking skills. Everybody has something to offer! Even something as simple as speaking to someone on the phone or collecting a parcel from the post office can make a real difference to someone's life.

The TimeBank now has 320 members exchanging thousands of hours between them. If you're interested in joining them, please contact David Goslyn, Timebank Project Assistant on 0161 448 4200 or at [d.goslyn@southwayhousing.co.uk](mailto:d.goslyn@southwayhousing.co.uk).

**Think of what you have to give and gain!**



# Call for inspectors

## Would you like to help look after your local Southway Green Space?

If the answer is yes, then why not become a Green Inspector?

Here at Southway, we are looking for helpful individuals to become Green Inspectors.

The role of a Green Inspector is pretty simple - all you have to do is have a look at your local green space every month and if there are any issues, report them back to us. Inspections can be carried out at any time and on your

doorstep, so it's a great way to get involved!

The inspections are easy; all you need to do is tick 'yes' or 'no' to questions on an inspection sheet that we will provide.

Afterwards, you will need to send the sheet back to Southway.

This can be done either by post or as a scanned copy in an email.

As well as the inspection sheets, training sheets will be provided. Even better,

green inspectors will have the chance to go on an annual trip to gather new ideas to help improve our green spaces.

For more information, contact Southway and ask for Claire Drury if you live in Burnage, Withington and East Didsbury.

If you live in Chorlton, Old Moat, Mersey Bank or West Didsbury, ask for Richard Eccles.

Or simply email us at either [c.drury@southwayhousing.co.uk](mailto:c.drury@southwayhousing.co.uk) or [r.eccles@southwayhousing.co.uk](mailto:r.eccles@southwayhousing.co.uk).



## Get growing

As Spring is just around the corner we've started planting at our local community food growing projects.



We are looking for new people to join us, learn new skills and get involved. If you would like to learn how to grow your own fruit, vegetables and herbs, meet new people and get active outdoors, then why not come along to one of our sessions?

Groups meet at:

- **Withington Fire Station Community Garden every Monday 1pm - 3pm**
- **Westcroft Community Centre Garden every Thursday at 2pm**

As well as regular group sessions, you will also pick up tips on how to plan your plot, grow vegetables from seeds, organically treat pests and diseases and plant and prune fruit.

For more information contact Claire Drury on 0161 448 4200 or [c.drury@southwayhousing.co.uk](mailto:c.drury@southwayhousing.co.uk)

## Outdoor events

### 4th April

#### Easter Egg Hunt

Easter themed games and activities.

**1pm - 3pm** at Arrowfield / Buckthorn House

### 21st April

#### National Gardening Week

Make hanging baskets as an Age Friendly project with Royal Horticultural Society (RHS). Location to be confirmed.

**1.30pm - 3.30pm**

### 23rd April

#### Dog Show

Dog show as part of National Pet Month with Dogs Home.

**10am - 2pm** on Old Moat Green Space

### 3rd May

#### Get Walking

Health Walk from Old Moat to Withington Fire Station Community Garden. Snacks, hot drinks and activities with Greater Manchester Fire & Rescue Service.

**10am - 3pm**, Old Moat and Withington Fire Station

### 31st May and 2nd June

#### Half Term Activities

BBQ, giant games and circus skills.

**1pm - 3pm** on Old Moat Green and Plover Terrace

# Changes to Carer's Allowance from April

**We are aware that a significant number of Southway tenants may receive Carer's Allowance because they care for a family member or friend.**

Changes to Carer's Allowance from April 2016 will have the potential to affect the entitlement to this Benefit for a considerable number of our tenants who work as well as claiming Carer's Allowance.

Due to the introduction of the National Living Wage of £7.20 per hour from April 2016, the minimum income from work for a person working 16 hours per week will be £115.20 per week. The Government has not indicated that the earnings threshold for Carer's Allowance will be adjusted to take account of this. This would mean that those working 16 hours per week or more would lose their entitlement to Carer's Allowance.

Our advice is that tenants and family members who will be affected make alternative arrangements before the changes take effect. These could include:

- **Reducing hours of work to bring income below the £110.00 per week threshold;**
- **Identifying someone not affected by the pay increase who could claim the Carer's Allowance;**
- **Finding out whether the cared-for person may qualify for additional Benefit payments.**

You currently qualify for Carer's Allowance if:

- **You satisfy the residence conditions;**

- **You are not a person subject to immigration control;**
- **You are caring for a person who is in receipt of Attendance Allowance, the middle or higher rate care component of Disability Living Allowance, either rate of the "daily living" component of Personal Independence Payment (PIP), or constant attendance allowance in respect of industrial or war disablement. You do not have to be a relative or live with that person;**
- **The care you give is regular and substantial;**
- **You are not gainfully employed\* or in full-time education;**
- **You are aged 16 or over.**

\*Gainfully employed – you count as gainfully employed if your earnings in the previous week were more than £110.00.

Carer's Allowance is counted as income for Benefit purposes, and an award may affect the recipient's other Benefit payments.

**If you have any queries about the way in which the ongoing programme of Welfare Reform may affect you, please call our Advice Team on 0161 448 4200.**

## Looking for work?

We are now running a Jobs Club at Buckthorn House (Arrowfield Estate, Chorlton) where you can receive help to use a computer to look for job opportunities. We're also providing qualified support with our Employment Support Officer and volunteers from our Timebank scheme.

**Jobs Club is every Thursday 10am - 12pm.**

We are also relaunching our Work Club at Westcroft Community Centre (Burnage). All local tenants are welcome. At both our Jobs Club and Work Club we can offer support with job searches, CVs, application forms and Universal Jobmatch.

**Work Club will be running every Tuesday 12.30pm - 2.30pm.**

Local tenants are more than welcome to come along just to get online and search for jobs!

Please call Shaun Whaites, our Employment Support Officer, on 0161 448 4200, or simply turn up on the day if you have any questions.



# New developments coming in 2016

## Green End Road – to be called ‘Oasis Close’

This development on Green End Road will consist of 14 one-bed flats for over-55s. This was previously a compound site on Green End Road and two properties on Thornfield Road that were beyond economical repair, which have now been demolished to provide access.

The site is in an established residential area, close to local amenities with good transport links. It is proposed that the scheme will be an Age Friendly

residential scheme in line with our Age Friendly Strategy. The scheme will be located within a short walk of a range of local shops and services around the Green End Road/Kingsway junction.

## Beverly Road – to be called ‘Hayward Court’

This site is on Beverly Road, Ladybarn. The former British Legion Club has been demolished and will become 26 units (18 one-bed flats and eight two-bed cottage flats). The land is surrounded by existing housing and faces Beverly Road and Cringle

Brook River on the north of the site. The development will deliver:

- A private garden for each cottage flat and a communal garden for the block of flats;
- Landscape design to secure and improve the north side near Cringle Brook River;
- External landscaping providing full access to persons with disabilities;
- Paving surfaces which will be smooth, even and well-laid to avoid tripping;
- Green areas of lawn, with planting to encourage local wildlife.

## Why ‘Hayward Court’?

In August we asked our social media followers to suggest names of local fallen soldiers that could inspire the naming of this development, commemorating the fact that it is built on the former site of a Royal British Legion social club.

A name was decided and approved by the City Council for

the site based on this entry from Helen Fagin:

“St Chad's Church on Mauldeth Road Ladybarn has a book titled "Ladybarn Men" compiled by John Davies in 2014 commemorating all the Ladybarn men killed in the Great War. There were four brothers from Egerton Road all killed: Burleigh Hayward, Frederick Hayward, Harold Hayward and Rupert Hayward.

I think "Hayward Court" would be a nice tribute to them”.

The development will therefore be known as ‘Hayward Court’. The poppy from the original fencing will be incorporated into the building's design in commemoration of the Haywards and all other hometown heroes.



## Paid work experience opportunities

**Six young tenants are currently involved in an employment scheme called ‘My Futures’, a joint initiative by Manchester Council and Manchester College which aims to help reduce youth unemployment in Manchester.**

Matt Lynch, a member of the course, said “I feel I’m learning new skills and improving my knowledge on a newly-found interest. I’m confident it will help me improve my employment prospects going forward.”

The employment course was coordinated at Southway by Tanya Watts, our Youth Officer, and Shaun Whaites, our Employment Support Officer.

We have many more opportunities for paid work experience for young tenants. If you, or any other young working-age tenants would like any support

around employment or work experience, please contact Shaun on 0161 448 4200.

If you are interested in joining Southway’s Youth Forum, contact Tanya Watts on 0161 448 4200 or at [tanya.watts@southwayhousing.co.uk](mailto:tanya.watts@southwayhousing.co.uk). The forum meets on the first Wednesday of each month.



James Siddall, Niall Heaney, Daniel Stafford-Leap, Matt Lynch, Louis Riley and Kernan Thomas, with Shaun Whaites from Southway.



# Create a portal account to win BIG

**Make managing your tenancy easier - and win amazing prizes by doing so!**

To be eligible for the Rewards Draw in March, as well as sticking to the usual three criteria you must **have an account on the tenant portal**. This is the tenant area of our website where you can check your rent account, pay your rent and book repairs.

It takes just two minutes to register - all you need is your tenancy reference number. Simply enter that number, your name and date of birth and click 'Register' - and it could be you winning a prize next time.

The prizes on offer in March are a range of digital devices and goodies. A star prize winner will receive a digital bundle worth over £1000!

## December star prize winner

Our last star prize winner, Mrs Janet Desmond, won a 'Supermarket Sweep' to the value of £200 at a supermarket of her choice.

Mrs Desmond, from Withington, was thrilled with the choice of prize: "What a great start to the New Year! I think it's a lovely idea to take someone on a shopping trip, and something a bit different!" Mrs Desmond keeps her Rewards card stuck to her toaster and says she has looked at it from time to time thinking "I bet no one ever wins this..." until now!



**Remember that to be in with a chance to win £1000 or £500 every month you must:**

- Have credit on your rent account or a zero balance, or have kept to an arrears repayment plan for more than 13 weeks
- Have a valid gas safety certificate
- Be sticking to all other aspects of your tenancy agreement (have a tidy home and garden, no ASB, etc.)

**You'll be automatically entered into the draw if you do. If you're not sure, call us on 0161 448 4200. Good luck!**

## Use our Pop Up Shop for your business!

If you are interested in testing a business or sales idea, the Pop Up Shop on Merseybank Avenue can be rented for just £15 a day.

Our recent renters, 'Granted Cakes' and 'Arora Jewels', have sold homemade cupcakes and jewellery from the shop. What could it do for your business?

To find out more, contact Vicky Morris at Southway on **0161 448 4200** or at **v.morris@southwayhousing.co.uk**.

## Get involved with Chorlton Arts Festival

We will be working with Chorlton Arts Festival this May (20th - 29th) and using the Pop Up Shop to host some of the exciting events taking place across Chorlton over the 10 days of the multi-arts festival.

This is likely to involve a heritage project about the history of Chorlton and its residents. If you have memories you would like to share about Chorlton or Mersey



Bank shopping parade and would like to be involved, please get in touch and share them with us!

Keep an eye out on **www.chorltonartsfestival.com** for further updates and details of how to get involved.

# More tenants are 'Quids In'



**The 'Quids In' food club, which has been running from our Pop Up Shop on Merseybank Avenue in Chorlton every Friday since October, has proved to be a real hit with tenants.**



An initial membership of 30 was quickly increased to 50 to cope with demand and a further 20 remain on the waiting list.

We are now planning to open on a second day and are encouraging tenants from Arrowfield estate to join. Members must be Southway tenants claiming Housing Benefit. For £2 a week you can select up to £15 worth of food including fresh and chilled items, supplied by food redistribution charity Fareshare.

Comments from members show the club is making a real difference to many low income families. "I don't know how I managed without it. What I collect now feeds my family for over half the

week." Davina, a member who was struggling to afford enough to eat and was losing a lot of weight told us: "Joining the food club has helped me and my partner to eat better and we are now more healthy and are putting on weight. I look forward to coming to the shop as everyone is so friendly and I don't feel judged."

The food club is run by the Busy Bs, a group of local volunteers supported by Barlow Moor Community Association who provided them with food hygiene and manual handling training. Running the club provides useful experience for anyone considering a retail career but some of the older volunteers say they just

enjoy getting out of the house, meeting new people and feeling they are doing something worthwhile.

If you're interested in joining the Busy Bs, contact Elaine Wilkinson at Southway or visit the Pop Up Shop on Friday from 12 - 5pm.

**We plan to open 'Quids In' food clubs in other areas and are now ready to open one in Burnage at the Westcroft Centre where five volunteers have so far been recruited and are undergoing training.**

**If you are interested in signing up as a member please give your details to Matt Barker, the Centre Manager, on 0161 448 8232.**

**We also aim to open a club for Old Moat tenants when a venue has been confirmed and volunteers recruited. If you are interested in volunteering, please contact Elaine Wilkinson at Southway on 0161 448 4200.**

## Recruiting: People and Places Committee

The People and Places Committee monitors the delivery of our core affordable landlord services, setting policies, scrutinising performance and ensuring we understand the impact the landlord service has on local communities.

It will receive reports and feedback directly from the Tenant Scrutiny Panel, Residents' Consultative Group and other tenant and resident feedback channels.

We want this committee to have a real focus on

tenant services, holding officers to account and making sure that Southway continues to improve customer satisfaction while delivering value for money.

If you have some time to spare, think that you could contribute to the work of this committee and would like further information, please contact Kaitlin De Luca at [k.deluca@southwayhousing.co.uk](mailto:k.deluca@southwayhousing.co.uk) or on 0161 448 4200.

# Credit for loan scheme

Our affordable loan scheme 'Southway Solutions', developed in partnership with South Manchester Credit Union, has now been running for over a year and by the end of December 241 tenants had been issued loans of up to £300 for things including car repairs, home improvements and cooker or washer replacement.

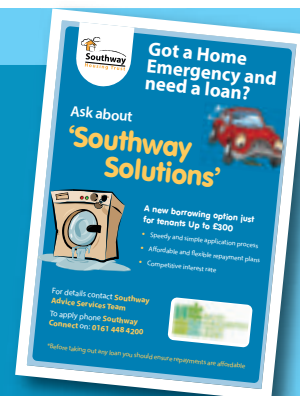
Customers have responded very positively to the scheme, with one tenant commenting: "It was so quick and easy to apply for and I had the money in my bank the next day."



The scheme has also been successful in steering people away from high interest lenders: "In the past I've used doorstep lenders and dread to think how much interest they charged. I never seemed to pay it off. The Southway Solutions loan took no time to repay and I've now been able to get a credit union loan at a much lower interest rate".

The scheme has now been nominated for a National Credit Award and we will soon know if we have been successful.

To apply for a Southway Solutions loan or find out more, visit our website at [www.southwayhousing.co.uk/solutions](http://www.southwayhousing.co.uk/solutions) or call 0161 448 4200.



## Loans for everyone

**Being over 69 can mean you have great difficulty getting a loan, even from a Credit Union, as lenders can't get the life insurance that covers loan repayment.**

As an Age Friendly organisation, Southway doesn't want to see residents disadvantaged in this way and so is happy to accept applications from older tenants who can apply for Solutions loans.

It is always best to start saving rather than borrowing and paying interest.

Many borrow for Christmas, a debt that may take until August to repay. South Manchester Credit Union runs a Christmas savings club and even a small amount put aside each week from now could help you have a debt-free Christmas next time. For more information, South Manchester Credit Union can be contacted on 0161 448 0200.

**If you are worried about debt, remember you can speak in confidence to Southway's Debt Adviser, or phone National Debtline on 0800 808 4000.**





# 'Social' homes for older tenants

**Loneliness and isolation is a particular issue for older people during winter months, with studies showing loneliness has the same impact on health as smoking 15 cigarettes a day.**

Our latest housing development in Old Moat has been designed to address this issue as part of a wider "Age Friendly" project, helping people like Derek Taylor to keep in touch with and be part of the community.

"After 36 years in a two-bedroom cottage flat, I have been very lucky to be given a one-bedroom bungalow. Downsizing has been the best thing ever for me."

Westbrook Close in Old Moat, south Manchester, has been purpose-built as part of a project to address isolation amongst older people. The housing is provided to people like Derek in developments that encourage community and social engagement. The project included consultation with around 80 older people and was delivered as part of a wider scheme to improve the area with a specific focus on older generations.

Before the re-development, Westbrook Close bungalows (pictured) were connected by narrow walkways and it was extremely difficult for visitors, deliveries and even emergency

services to gain access. The properties lacked secure defensible space and privacy; the passageways were being used for anti-social behaviour and enabled people to hide from view.

Tenants had complained of feeling isolated and were also intimidated by people loitering in the area, meaning they often did not leave their homes after dark. The layout and structure of the area, intended for providing accommodation for older people, was discouraging social engagement and creating a challenging environment to live in.

The regeneration of Westbrook Close has delivered a completely remodelled development of 14 one-bed flats and four bungalows, which is not only a vast improvement on the former site but addresses access issues and has brought significant benefits to the wider community including: helping reduce anti-social behaviour; enabling bin collections; and ensuring access for deliveries and emergency vehicles.

It has also added to the number of homes that can benefit older people, increasing the amount of much needed smaller accommodation to support existing tenants wishing to downsize, with this in turn



releasing more family accommodation for the increasing waiting list.

The new development provides safe and secure accommodation that embraces the principles embedded within our "Old Moat Age Friendly Neighbourhood Pilot Project" (see page 5 of the Futures Strategy).

Karen Mitchell, Chief Executive of Southway, says "We are proud to be delivering a programme which takes into account the social and health needs of our older residents. Our Age Friendly objectives have always been ambitious and this pilot marks the beginning of a new holistic approach to the provision of housing, health and social care, which will make a real difference to the lives of tenants."

Derek now looks forward to his future in Old Moat: "I know I will be very happy at Westbrook Close, where I hope to make new friends and have already started meeting the neighbours. I wish good health and happiness to everyone at the Close!"



# What's on at Westcroft Community Centre?

**Job club:** Every Tuesday and Thursday 12.30pm – 2.30pm

Help with job search, Universal Job Match, CVs and job applications.

**ESOL (English for Speakers of Other Languages)**

Beginners level: every Monday 12pm - 3pm and Thursday 10am - 1pm

Free basic English sessions.

**Conversational ESOL:**

Every Wednesday 10am – 12.30pm

Free Conversational ESOL sessions - improve your speaking in a small group.

**Computers for Beginners:**

Every Tuesday 10am – 12pm

Beginners' computer training, from using Microsoft Office to social media.

**Internet Café:**

Every Tuesday and Thursday 10am - 2.30pm

Drop in to our Internet café sessions - relax, have a brew and use our laptop and

Internet facilities.

**Simply Lovin' Knit:**

Every Wednesday 1pm – 3pm

Learn or practice knitting at our free friendly knitting group, open to all abilities and ages.

**Sew What:**

Every Wednesday 1pm - 4pm and Friday 10am - 2pm

Learn to sew and use a sewing machine, or join like-minded sewers to make garments.

**After School Club for children with additional needs:**

Every Friday 4.30pm - 6.30pm

For 6-14 year olds.

Book by calling us on

**07951 727 671**, or email **info@aim2inspire.org.uk**

Come and join in the fun!

**Self-Help Services:**

Weekly appointments available

Free adult well-being service - learn to cope or manage your mood with Cognitive

Behavioural Therapy.

Referral form on

**www.selfhelpservices.org.uk**

or call **0161 226 3871** to request a referral pack.

**Breakthrough UK:**

Weekly appointments available

Employment and independence services - for info see

**www.breakthrough-uk.co.uk**

**Connexions:**

Weekly appointments available

Info, advice, and support on learning, training and employment for 13 to 19-year-olds Not in Education, Employment or Training. For more info call **0161 209 3515**.

**AND MORE...**

For access to a range of short courses from cooking to card making, and one-off free community activities from fun days to gardening, please contact us on **0161 448 8232** or at **westcroftcommunitycentre@gmail.com**.

## "It will never happen to me"

### Flood, fire, theft... are you protected if disaster strikes?

While many people hope that nothing will happen to their belongings, sometimes things can go wrong unexpectedly. As a Southway tenant we can help you get insured easily and at an affordable rate.

Our recommended provider 'My Home' offers

Home Contents Insurance from just £3.06 a fortnight for tenants under 60 or £2.19 a fortnight for tenants aged 60 and over.

For a free Home Contents Insurance application pack or to apply for cover today, call My Home on **0345 450 7288**.



# Buckthorn House – The Place to Be

Join a friendly bunch of residents as we come together to share interests and learn a thing or two. We enjoy an informal community atmosphere and welcome people of all backgrounds, ages and levels of confidence.

We run sessions you can join anytime, some in partnership with Ladybarn Community Timebank. Most are FREE with a suggested donation of £1 per week - if you want to find out more about joining just come along!

Mon	<b>Food Bank Collection Point</b> Redeem your food bank vouchers with Chorlton & Didsbury Food Bank	11:00 - 13:00
Tues	<b>Ready Steady Cookbook Club</b> Prepare, cook and eat fresh food in great company. Each week we make new dishes: some from cookbooks, others are family favourites shared and enjoyed together	10:00 - 12:30 £2/session
	<b>Weight Loss Club</b> If you've struggled to stay motivated you can join our informal club with a difference! Set your own goals and your own forfeit if you miss your targets	12:30 - 13:00
Wed	<b>Painting &amp; Drawing</b> [Timebank] Learn watercolours, acrylics or drawing from our enthusiasts, all levels welcome	10:00 - 12:30
Thurs	<b>Job Club</b> [Timebank] Drop in to get the help you need to get the job, volunteering or training you want. Job search for free, liven up your CV, and get advice on interviews	10:00 - 12:30
Fri	<b>Brew &amp; Browse</b> Get online, get help starting out on computers, learn where to find the best deals online, connect using social media, have a brew and a chat	10:00 - 12:30
	<b>Beginners Knitting &amp; Crochet</b> [Timebank] No experience necessary, learn from Maria our local expert who has taught many students – all who learn at different paces	13:00 - 15:00

Buckthorn House is on Buckthorn Close, off Arrowfield Road, in Chorlton.

## New Year... New you?

**We're still offering completely FREE High Intensity Interval Training (H.I.I.T.) fitness sessions to all Southway tenants!**

H.I.I.T. is a fantastic way to get or keep fit and have fun. Workouts use power bags, kettle bells, tyres, ropes and more, in a combination of cardio and body move exercises. It's great for weight loss, building core strength and stability, and overall fitness.

There's something for all fitness levels and sessions vary each week.



Date	Time	Location
Every Tuesday	7 - 8pm	Parrs Wood Road (green space Horwood Crescent)
Every Wednesday	6 - 7pm	Arrowfield (on gym equipment behind Plover Terrace)
Every Thursday	7 - 8pm	Huntington green space (junction of Old Moat Lane and Huntington Ave)

To take part, email [maritamoore@lotusfitnessacademy.co.uk](mailto:maritamoore@lotusfitnessacademy.co.uk). If you'd like to come with a friend who isn't a Southway tenant, the cost for them will only be £3 per session so it's still great value.



# Age Friendly projects

**Southway has an older average age of tenant than many housing associations, with over 50% of our tenants over 50.**

This means a lot of the work we do goes toward ensuring our services are designed to reflect the needs and aspirations of people in the older age groups who live in our homes.

Through our "Age Friendly" project we have officers dedicated to this kind of work, to make sure our neighbourhoods and homes are "age friendly" for all groups and that we address loneliness and isolation where this is a problem.

## Ambition for Ageing

We are committed to working with our tenants and communities to develop neighbourhoods that are age friendly and help people to age in place independently. Having won grant funding from the Big Lottery, we are working with partners at Manchester Metropolitan University on the "Ambition for Ageing" programme. This allows us to test and learn a range of community-led projects designed to reduce and prevent isolation and loneliness. Burnage is a key focus area in the first two years, with a project just getting underway.

## Naturally Occurring Retirement Community (NORC) work

Simply defined, a NORC is an area of any size, that over time has become mostly populated by older residents – the properties have not been specifically designed for this purpose; it is purely a coincidence the community has stayed in one place and therefore developed in this way.

We are running a NORC pilot project in Old Moat to encourage more appropriate housing, health, social

care and social engagement in the area to help people feel less isolated.

## Why Old Moat?

There are estimated to be 1,187 older people living in the Old Moat and Withington wards with part of Old Moat having more than 50% of older people aged 65+. 38% of pensioners live alone in Old Moat which is higher than the national average of 31%.

There is no 'natural centre' in Old Moat, as shops and other amenities are located on the edge of the estate or in the District centre. This - coupled with the loss of the Minehead Centre, the only purpose-built community facility for older people - means there are limited options for older people to get out and meet new and old friends within the area where they live.

## What work will we carry out as a result?

**Social Prescribing Service**  
By working with local partners and the older people themselves we will create a social prescribing scheme, which enables primary care teams including local GPs and health workers to connect with older people through community-based support. This includes:

- supporting 'ageing in place';
- creating a community where fewer older people live lonely and isolated lives;
- improving use of NHS and other local resources;
- supporting older people living with long-term conditions.

The next 12 months will focus on extending the process to two other local surgeries for patients who live in the area and are immediately adjacent to the NORC.

## Development of a Peer

## Support Network

Older people themselves should be at the center of the NORC. We were joined recently by two students who carried out research to help plan a peer support network in Old Moat. The ultimate goal is to have a support network run by older people for older people.

## Outside in project

This project will use locally shot film footage as a conversation starter to encourage older people to reconnect with the outside world and be 'buddied up' with a student or member of the older persons' peer support network.

## Connected Communities project

The aim of this project is to link socially isolated older people with others through the use of email, SKYPE and social media such as Facebook. This type of connectivity, which does not rely on the ability to get out of the house, can make a real difference towards the reduction of isolation.

## Development:

Building age friendly homes is a high priority as part of our development programme. We already have plans in place to build extra care homes and will be looking for further projects to provide a range of housing types and tenures that are particularly suitable for people in older age groups.

Keep an eye out in Southway Stories for progress updates on our Age friendly projects.

age friendly  
Southway Housing Trust



# Governance (your Board and Committees)

Since the stock transfer in 2007 we have had a Board made up of 12 people: 4 tenants, 4 independents and 4 members nominated by the council. This has been an effective structure that has provided the leadership needed to deliver our stock transfer promises. Now that we are expanding our development programme and launching commercial activities, whilst keeping a focus on our social landlord and neighbourhood management responsibilities, our Governance structure needs to adapt accordingly.

We want to introduce new skills to help us deliver the initiatives we are developing in less traditional areas of the business: market rent, commercial repairs and the development programme. These activities, from which we will be generating surplus funds to invest back into our communities, require us to have more financial awareness within the Governance structure. It is an opportunity to refresh tenant involvement, increase the number of participants and ensure the people involved can make decisions on the policies that affect our communities.



The new Board and Committee structure going live on April 1st 2016 is made up of the following:

Board/Committee	Members	Responsibilities
Board	<ul style="list-style-type: none"> <li>Up to 9 members:</li> <li>5 independent members</li> <li>2 tenant members</li> <li>2 local authority members</li> </ul>	<ul style="list-style-type: none"> <li>High level strategic direction</li> <li>Setting the budget and business plan</li> <li>Ensuring adherence with statutory, legal and regulatory requirements</li> </ul>
Audit and Risk Committee	<ul style="list-style-type: none"> <li>5 members:</li> <li>2 parent board members</li> <li>2 independent members</li> <li>1 tenant member</li> </ul>	<ul style="list-style-type: none"> <li>Liaison with internal and external audit</li> <li>Monitoring Southway's risk management</li> <li>Ensuring proper controls and accountability are in place and working well</li> </ul>
People and Places Committee	<ul style="list-style-type: none"> <li>Up to 7 members:</li> <li>2 parent board members</li> <li>3 tenant members</li> <li>2 local authority members</li> </ul>	<ul style="list-style-type: none"> <li>Reviewing the performance of our landlord service</li> <li>Ensuring customer satisfaction remains high</li> <li>Approving the annual review of regulatory standards</li> <li>Holding operational managers to account and helping to keep services properly tenant-focused</li> </ul>
Commercial Subsidiary	<ul style="list-style-type: none"> <li>5 members:</li> <li>3 parent board members</li> <li>2 executive members</li> </ul>	<ul style="list-style-type: none"> <li>Focus on delivering commercial initiatives and surplus generating activities outside of Southway's core landlord activities</li> <li>Members will have proven skills in commercial management, private sector development and partnership working</li> </ul>

We are recruiting committee members! See page 7 of Southway Stories.

# New Homes and Regeneration

## Commercial Activities

The funding environment for housing associations like Southway has changed in recent years. To make the biggest contribution that we can in our neighbourhoods we have to find new ways to do things and new ways to make best use of the assets and resources that we have.

In 2015 we started to pilot some new business streams, including offering charged repairs to private residents of South Manchester, and offering a small number of recently acquired homes at market rent. Both of these activities are delivered in a way that they will make a surplus for Southway. This profit will be used to fund our social/community activities.

In 2016 we will be expanding the size and scope of these new activities. We want to build market rent homes and look at opportunities to sell our repairs and home improvement service more widely. To do this we will establish a Commercial Subsidiary, to be called Southway Plus, which means these activities are separated from our social and affordable landlord business.

This is an exciting time for Southway – look out for further updates on how this is going.



We will set targets for each type of tenure to make sure we are providing the homes that are needed, and we will assess whether there are projects where we could make surplus (for example by selling homes) that could then be reinvested in achieving our social objectives.

### Case study 1

Construction of 40 new build units has now started on site at Green End Road (14 x 1 bed cottage flats) and Beverly Road (26 flats – 18 x 1 bed and 8 x 2 bed). Providing homes as part of the organisation's commitment to Age Friendly principles remains a high priority.

### Case study 2

The White Swan development completed on 24th August. Of the 12 apartments, 11 have been let to Southway tenants who are downsizing.



### Case study 3

The Westbrook Walk regeneration scheme completed on 4th January, providing 15 new one bed age-friendly units (14 flats and 1 bungalow), together with three remodelled existing bungalows. For more information see page 9 of Southway Stories.

As part of our new way of working, we are creating a subsidiary of Southway Housing which will focus on developing new homes. We intend to develop up to 750 homes between now and 2020.

## What kind of homes will we be looking at?

We are looking at a wide variety of homes from providing extra care schemes for older people (case study 1), to regenerating existing communities such as our Westbrook Close scheme (case study 2), and building entirely new developments. There is also a large demand in south Manchester for smaller properties, so we'll look to address this by building 1 and 2 bedroom homes (case study 3).

## Why are we doing this?

South Manchester has the highest house prices of areas in Manchester and the city's highest (worst) house price to/income ratio. There is a huge (and well publicised) housing need across the country, particularly for affordable housing – and also smaller housing allowing for downsizing.

New housing development forms a key part of Southway's Futures Strategy. We intend to increase the supply of housing in areas that are in or close to South Manchester, improving the range and choice of housing available for those who currently do not have access to a decent, safe and secure home, whilst helping to improve the local area. In the early part of 2016 we will be delivering the projects we already have funding for, as well as looking for new opportunities.

## What happens next?



# Welcome to this Futures Strategy "Supplement" included in this edition of Southway Stories.

This supplement will bring you up to date on some of the new things we have been working on, and will be working on this year, following the adoption of our Futures Strategy 2015 to 2020 in March 2015.

This is an exciting time for Southway. We remain committed to the vision we adopted in 2008 as a community based organisation, working in partnership with others to make south Manchester a place that people are proud of. We are also clear on our primary purpose which is to provide affordable homes in desirable neighbourhoods. But we also

## Shaping Southway

Over the last year we have carried out a fundamental review of our housing management service. This includes the teams that manage our tenancies and neighbourhoods, the Connect service, and the income collection service. This project, called Shaping Southway, is about providing value for money services to our customers that are easy to access and flexible when they need to be.

### What does this mean to you?

We have created a new **People & Places** Team to simplify our approach to managing tenancies, supporting our tenants and helping to make our communities great places to live.

There are lots of reasons for doing this which benefit you, our customers, and us as the organisation.

### This is what we are doing:

- Creating a new Customer Hub with staff who are able to answer more of your queries in a single call.
- Creating a Community Services Team, working right across our communities without being restricted to one particular area. Any member of our Community Services Team will be able to

Our primary purpose is to provide high quality affordable homes in desirable neighbourhoods. This means making sure the 6000 homes we let to people at social and affordable rents across south Manchester are well managed, and maintained to our Southway standard. We track how successful we are at this by measuring the satisfaction of our tenants with the homes and services we provide.



**Yours faithfully,**  
**Karen Mitchell, Chief Executive**

have bigger ambitions and want to make sure we contribute to improving the prosperity and wellbeing of our tenants and the communities they live in, and that we play our role as a key stakeholder in the area.

Over the next few pages you will find information on some of the things we are doing to achieve our vision. I hope you find it interesting and as always I welcome feedback and your comments and ideas if you want to get back to me.

respond to any enquiry (that needs a home visit); so it won't be one officer covering a small area – we'll have more people available to handle a concern. The team will be able to access information and services to help our tenants quickly and fully. They will be using the latest technology to spend more time in the community helping you and able deal with all elements of your tenancy.

- A specialist Action Team focusing on taking action when and where it is needed, to manage a situation quickly and ensure our communities are safe and enjoyable places to live.
- A specialist Support Team focusing on helping those tenants who are more vulnerable and need some dedicated help to live independent and fulfilled lives.

Our staff are now getting ready to take on these new roles which will involve refresher training and opportunities for staff to develop their skills, and making sure we have the right processes and management in place to support them.

**This new service will be live from April 2016 – look out for further information on this service over the coming months.**

ACCOUNTABLE  
COLLABORATIVE  
INCLUSIVE  
AMBITIOUS  
COMMITTED

We are...



The Futures Strategy sets out how Southway will shape its own future. It includes our strategic priorities for the period 2015 to 2020 and sets the context for our longer term approach to investment.

# FUTURES STRATEGY

2015 - 2020

Your future, safe in our hands

