



Your home, safe in our hands

October 2016 Newsletter



Annual Report 15/16

The back pages of
this newsletter contain
a review of the
last year.

What's inside...

**So much
to do**
Autumn events

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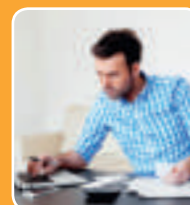


Meet the team
New tenant
committee
members
Page 5.



Count on it!
Banking
benefits

Page 7.



Flip the publication over to read our Annual Report 15/16



What's On at Westcroft

Monday

Coffee Morning
9.30am – 11.30am
ESOL English classes for
beginners **12 noon – 3pm**



Tuesday

Internet Café **10am – 2.30pm**
Computers for Beginners
10am – 12 noon
UK online session/ IT Support
12.30pm – 2.30pm

Wednesday

Quids In food project
10.30am – 3pm
Knitting session **1pm – 3pm**



Thursday

Internet Café **10am – 2.30pm**
Gardening club **2pm -3.30pm**
Job Club **12.30pm – 2.30pm**
Breakthrough UK (referral/
appointment required)



Friday

Sew What, sewing session
9.30am – 2.30pm
Self Help services (referral
appointment required)
SEN after school club
4.30pm – 6.30pm

All sessions are free, for
further information please
speak to a member of the
team at Westcroft Community
Centre, we are happy to
help. 0161 448 8232 or
[westcroftcommunity
centre@gmail.com](mailto:westcroftcommunitycentre@gmail.com).

Autumn/Winter events

Apple Day

Friday, 21st October
Appley goodness events,
apple ID drop in, bake off
6.30pm - 8pm
Buckthorn House



Winter Warmth Event (Over 50s)

Thursday 17th November
Advice, lunch, free
Winter Warmth pack.
12-2.30pm
St Christopher's, Old Moat



Halloween

Monday, 31st October
Spooky trail and
Halloween fun!
2pm - 6pm
Buckthorn House and
Arrowfield Estate, Chorlton



Tree Dressing Day

Friday 2nd December
Help dress our Christmas Tree!
12-5pm
Kingsway Crescent, Burnage

For details of any of these events, contact the Customer Hub at connect2southway@southwayhousing.co.uk.

Bogus callers

Most people who call at your home will be genuine, but there are those who turn up unannounced with the intention of tricking their way into your property to steal. One excuse used by intruders is asking to be let in for a glass of water.

Before you let anyone into your home:

STOP - Are you expecting anyone? Have you locked the back door?

CHAIN - If you have one always put the chain on before opening your front door.



CHECK - Always ask the person for identification and get them to pass it through the letter box and always check it by phone.

We don't want anyone to worry, but it is always good to be aware and prepared. Check out the page on our website about bogus callers for more advice www.southwayhousing.co.uk/bogus-callers.

Give a little, gain a lot



Our TimeBank Monthly Meet Ups are a great opportunity to learn about the Time Bank, meet other members, see what help people are offering and make new friends. Light refreshments are provided and everyone is welcome.

Activities include Arts & Crafts, Origami Class, Sewing Workshop, Clothes Alterations and Repairs, Card making, Watercolour Painting, Manicures and Storytelling and Games.

The next meetups are:

October 27th 3-5pm

Westcroft Community Centre, Burnage M20 6EF

November 24th 12-2pm

Buckthorn House, Chorlton, M21 7UG

December 15th 12-3pm

St Christophers, Old Moat, Withington M20 1HE

For more info or to get involved, contact the new Timebank co-ordinator Ian at i.peppard@southwayhousing.co.uk or check out www.southwayhousing.co.uk/timebank.



Community Safety on Arrowfield Road



At the end of September, the six long-standing static CCTV cameras on Arrowfield Road will be taken out of use. The cameras were first installed in 2010 and have helped improve confidence in community safety on Arrowfield Road.

We are replacing the cameras with a more modern mobile CCTV system that has the ability to record across a wider area. It also collects better quality images that can be used to identify and prosecute those responsible for anti-social behaviour and crime.

New flats in South Manchester

We are building 14 one bedroom 'Age Friendly' cottage flats for people over the age of 55. The development, to be known as Oasis Close, is on Green End Road, Burnage and will be available mid-October.

The site is in an established residential area with good transport links. It is within a short walk of a range of local shops and services around the Green End Road / Kingsway junction.



It has been created by combining a site on Green End Road with one on Thornfield Road that had two properties that were beyond economical repair. They have been demolished to provide access.

Coming Soon: Hayward Court

On Beverly Road in Ladybarn, we are also building 18 one-bed apartments and eight two-bed cottage flats, due to be completed January 2017. The development will provide:

- 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 the Cringle Brook;

- External landscaping providing full access to persons with disabilities;
- Paving surfaces which will be smooth, even and well-laid to prevent tripping;
- Green areas of lawn, with planting to encourage local wildlife.

If you are interested in one of these properties, email connect2southway@southwayhousing.co.uk or call the Customer Hub. There is a 'show home' available to view at Oasis Close so let us know if you would like to arrange a viewing.



Manchester Move support

Could you do with bit of extra help with using Manchester Move to search for a home?

At our community centres in Chorlton and Burnage we run computer drop-in sessions, training courses and clubs where you can access equipment and the Internet as well as getting advice and support from us. Sessions you can attend to receive help are:

Westcroft Community Centre, Burnage


- **Internet Café - Tues & Wed 10am - 2.30pm**
Free personal use of laptops and Internet (no additional support provided)
- **Computers for beginners - Tues 10am - 12pm**
Free slow pace beginners' session teaching IT skills such as Word, Excel, the Internet etc
- **UK Online - Tues 12.30 - 2.30pm**
Free 1:1 support with IT related issues, from web searches to job hunting
- **Jobs Club - Thurs 12.30 - 2.30pm**
1:1 support with CV writing, universal job match, job searches etc.

24 - 26 Westcroft Road, Burnage,
Manchester M20 6EF

Buckthorn House, Chorlton

- **Brew & Browse - Friday 10am - 12.30pm**
Free Internet access plus additional support and assistance with IT and getting online
- 2 - 4 Buckthorn Close, Chorlton M21 7UG



 0161 448 4200

 southwayhousing

 @southwayhousing

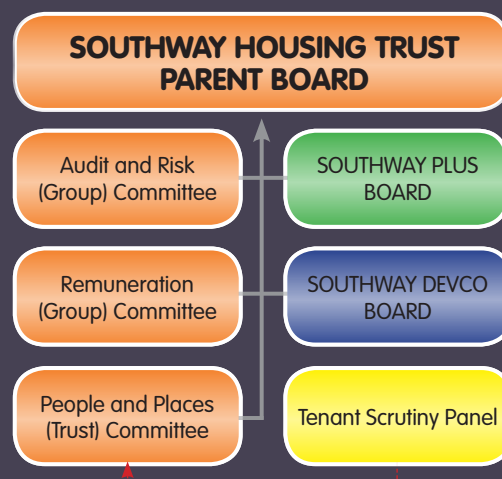
 www.southwayhousing.co.uk

The New Governance Structure for the Southway Group

Our new Board and Committee structure (shown below) is now established and the members have all been appointed (see our website and the February edition of Southway Stories for more details). We thought you might like to meet the two tenants who have joined the People and Places Committee.

There are tenant members on the Parent Board and in almost every other part of the governance structure. Tenant representation on the People and Places Committee is possibly most important, because this Committee has the biggest influence over the services and policies that affect you. The Committee will:

- Set policies relating to things like customer care, customer involvement and anti-social behaviour;
- Monitor landlord service delivery and performance and receive feedback from customer involvement groups;
- Ensure Southway understands the impact of its services on local communities.



Meet Our New Tenant Members

Tim

Tim lives in Old Moat. At 22, he will bring a younger perspective, and he wants to make sure that Southway continues to support all tenants and especially young people.



He says: "I have been impressed by the opportunities Southway has offered to younger tenants like myself, such as internships and work experience, and I have noticed that Southway is very engaged in the local community, with workshops and pop-up events around Old Moat."

Tim works at the Co-Op, providing operational support to food stores, and has lots of customer service experience, so he has some real insight into how service delivery can be continuously improved. He believes he can be a part of delivering Southway's vision and values.

Ursula

Ursula lives in Burnage and previously lived close to Chorlton. She is an experienced language teacher and tutor.



She says: "I like being involved in my local community and feel passionate about skills development in the local area, particularly in order to reduce anti-social behaviour." She feels it is vital for tenants to be involved in shaping the future of Southway and our neighbourhoods and communities.

Ursula was formerly a member of Southway's Tenant Scrutiny Panel, a group that conducts in-depth reviews of specific service areas. Whilst on the Panel she learned a lot about how Southway works, as the reviews involve reading policies and reports and interviewing staff members and tenants.

Smaller bins, bigger savings

Over the next few months the City Council is taking your old black rubbish bin away and replacing it with a new, smaller grey one.

This is because reducing rubbish that goes to landfill and recycling more of your waste will result in a saving of at least £2.4 million a year, to use on other services like:

- Road maintenance - fixing potholes and cleaning streets
- Playgrounds and leisure centres

Your black bin will be replaced over the next few months. The Council will put a sticker on it to let you know that the swap will take place on your next collection day.

Visit www.manchester.gov.uk/recycling for more information and to order new, additional or bigger recycling bins for free.



Southway Rewards Winter Draw

For the Summer Rewards draw you had to use our online portal to get in.

Using the portal (see www.southwayhousing.co.uk) is the quickest way to book a repair, pay rent and check your rent account and you can do so in your own time. 13 tenants who did last quarter won computer tablets plus two top winners received huge bundles of digital goodies!

This time, as it's the Christmas Draw, we've decided to add no additional criteria. This means anyone paying their rent on time or sticking to a long term repayment agreement, with no other breaches to their tenancy, is eligible to win £100 shopping vouchers just in time for Christmas!

Check out our website for more information and get in touch with the Customer Hub to find out what you need to do to get in this time.



Benefits of Banking

Having a bank account opens up many new opportunities and makes managing your money easy.



Having a bank account:

- Helps with employment – allowing wages and Benefits to be made directly. Most payments are now made direct so you need an account to receive them.
- Allows bills to be paid by Direct Debit which helps you to budget and avoid debt, rent arrears and late payment charges.
- Provides access to other services and money-making or saving opportunities such as buying and selling online, and getting phones on contract.
- Improves personal safety – avoids the need to carry cash.

Can anyone open an account?

Whatever your financial history, even if you have experienced bankruptcy, there are Basic Accounts* you can open. Many find a Basic Account suits them as there is no overdraft facility so there is less chance of getting into debt and incurring charges.

Most have all the facilities offered by a current account such as a debit card to pay for shopping, get cash back and pay by phone or on line. Banking Apps mean you can view your account 24/7 and carry out transactions quickly and easily.

*These accounts have so far been free but this looks set to change in the near future and a Basic Account may start costing around £5 a month.

Want to know more about account options or need help to set up an account?

If you need an account we can arrange an appointment to open one, advise on the documents needed and, if necessary, can go along with you. We have good relationships with local banks, especially Barclays, and tenants who we have helped open accounts found the whole process easier than they expected. Many have commented on how friendly and helpful the staff were.

For more information or help with banking or money management, contact Southway's Advice Services Team on 0161 448 4200

Open for business

Over Summer we held a showcase at Buckthorn House to celebrate the launch of a new catering business by Arrowfield tenant Najwa. Her business Sofra delivers traditional home-cooked Libyan cuisine and cakes.

We had commissioned Amy from 4lunch (pictured) to support Najwa and other residents with 1 to 1 catering and business training, which helped her to grow the business into what it is today.

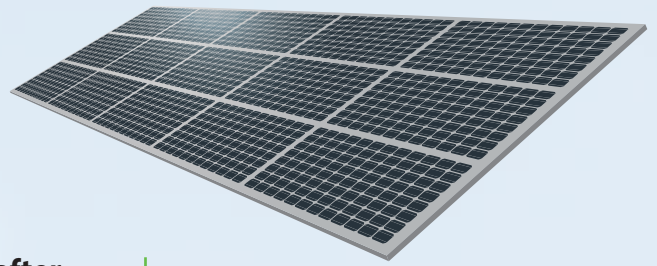
If you are interested in receiving employment support like Najwa, our Learning Hubs and Community Centres have services to help you to get into work, volunteering and training:

- Barlow Moor Community Centre, Chorlton - 0161 446 4806
- Old Moat Sure Start Centre, Withington - 0161 446 2131
- Westcroft Community Centre, Burnage - m.barker@southwayhousing.co.uk
- Buckthorn House, Chorlton - d.roege@southwayhousing.co.uk

Check out more of Sofra at @SofraMCR



Panel power



Over

1650

Southway Homes have benefited from our free solar panel scheme.

The systems save between

£130 / £260

a year, assuming that a majority of the free electricity is used.

Those with panels should have now received a Solar Panel Guide, which you can also find on our website at www.southwayhousing.co.uk/southwaysolar

There are four easy steps you can take to get the most from your solar panels...

1 Try to use appliances during daylight hours

- Use timers to run appliances that are safe to run unattended during the day
- If possible take a shower during the day when it is still light so you are using the energy generated from your panels
- Using a slow cooker instead of an electric oven can reduce energy use, you can time it to come on during the day
- If you use your gas central heating system be aware that using the electric fire instead won't necessarily save you money, as electricity is much more expensive than gas

2 Use appliances one after another rather than all at once. The solar panels do not produce enough electricity to power several appliances all at once

3 Try not to use more electricity than you were using before, just because you have solar panels

4 Use electricity efficiently. Here are our top tips:

- Always turn off the lights when you leave a room
- Use a microwave to cook or reheat food, this is usually more efficient than the oven
- Buy energy-saving and LED light bulbs
- Turn your devices off at the plug rather than leaving them on standby, especially the TV and Internet router



- Charge mobile phones, laptops and tablets during the day where possible

- Don't charge devices all night - they only need a couple of hours. Unplug all chargers when not in use



- Only use as much water in the kettle as you need
- If possible, save on your energy bills by drying clothes outside or on clothes horses
- Defrost your freezer to help it run efficiently
- Defrost food in the fridge overnight rather than microwaving it
- Use a toaster instead of the grill
- Towel dry hair thoroughly to cut the time you use a hairdryer
- Washing your clothes at 30 rather than 40 degrees uses less electricity
- Fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads
- Buy A-rated electrical appliances when you next purchase white goods



Top tips for saving money

BOILER CONTROLS

- ✓ Use your heating timer - **SAVE £106/year**
- ✓ Set your timer to have the heating off when you are out

TEMPERATURE CONTROLS

- ✓ Keep the room thermostat between 18°C - 21°C, turn it down by 1°C - **SAVE £75/year**
- ✓ Set radiator valves lower in rooms you use less - **SAVE £83/year**
- ✓ Make sure your hot water temperature is no higher than 60°C



HOT WATER

- ✓ Swap baths for quick showers - **SAVE £36/year**
- ✓ Set your washing machine to 30°C instead of 40°C - **SAVE 40%** of electricity
- ✓ If you have a water cylinder (usually properties who share a boiler with their neighbouring flat) use your programmer to heat your water (it only takes 45 mins to heat the tank & will stay warm for at least 4hrs)

STOP HEAT ESCAPING

- ✓ Don't block heat coming from radiators (move furniture, clothes and curtains away from them)



- ✓ Keep doors and windows closed when heating is on
- ✓ Fit heavy curtains behind front/back doors & use draught excluders
- ✓ If you have draughts from doors/windows or vents, report them to Southway
- ✓ Install reflective radiator panels behind radiators on external walls - **SAVE £63/year**

APPLIANCES & LIGHTING

- ✓ Don't leave items on standby (TVs, computers & routers) - **SAVE £30/year**



- ✓ Turn off lights, use energy-saving light bulbs & consider LEDs - **SAVE £55/year**
- ✓ Dry clothes outside when possible - **SAVE 50p/hour** (through no tumble drier use)
- ✓ Use the microwave instead of a cooker when you can - **SAVE £45/year**
- ✓ Look for A or B energy efficiency rating when buying new appliances - **SAVE £41/year**



FIND THE CHEAPEST ENERGY SUPPLIER

- ✓ Contact **0800 001 4706** or **nhf.think-switch.co.uk** for info on cheaper energy suppliers and tariffs
- ✓ To make sure you get accurate bills, give regular meter readings to your energy company



Get Involved!

There are plenty of ways to get involved with Southway as a tenant, ranging from low-level involvement such as our Armchair Survey group (see below) to being on our Board or a committee such as the People and Places Committee.

Jim Hutton (pictured) talked to us about what his experience of being a Tenant Scrutiny Panel member means to him:

"I am a tenant representative which means I represent the best interests of all tenants at the various meetings and panels that I attend, by holding Southway and its staff to account about policies and decisions which affect everyone.



"Being an involved customer is extremely important to me as this allows me a way in which to give something back to the community that I represent.

"I personally find volunteering very rewarding and always look forward to planning and preparing for the meetings and groups which I attend. I would recommend it to anyone!"

Sit back and survey!

Would you like to help Southway improve its services? Then join our Armchair Survey Group.

All we ask is for you to complete an online survey three times each year.

All new members will receive a memory stick and after completing all three surveys you will be entered into an annual prize draw to win £100.

If this is of interest to you, please send your email address to Tina Murphy at tmurphy@southwayhousing.co.uk



If you would like this information in another language or style please contact us.

Tel: 0161 448 4200 **Fax:** 0161 448 4334

Textphone: 0161 448 4349

Email: connect2southway@southwayhousing.co.uk

Web: www.southwayhousing.co.uk

SMS: 07554 400781



www.carbonbalancedpaper.com
Resource Housing Reg. No. 2111



Annual Report

2015 / 2016



Flip the publication over to read Southway Stories 

Southway Housing

A landlord that delivers



In 2015 we set out our Future's Strategy – full of our priorities for 2015-2020. In order to deliver the ambitions in the strategy, we've had to look at the way we work to address the many new and demanding objectives. Our annual report looks at how we have been getting on with this task in 2015/16 and - very importantly – how we have continued to deliver a top class landlord service to our customers.

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Delivering a Quality Landlord Service

Maintaining your home

According to YOU... have we delivered what you wanted?



99.4%

repairs completed
on time



28,587

responsive repairs



99.6%

of customers
satisfied



18,186

Number of repairs
appointments made



4.7

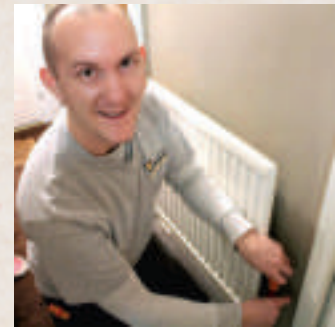
Average number of
calendar days taken
to complete repairs

92.8%

Percentage of
repairs completed
at the first visit

4.1

Average
number of
repairs per
property



Praise for our Property Services team has always been high -

- **More than 4 pieces of positive feedback letters/emails/calls every month**

- and demonstrates that operatives regularly go above and beyond to ensure tenants are happy with the work completed. They maintain a high level of customer service while doing so.

A massive thank you to Southway Repairs. They carried out extensive work in the property, and the quality of work exceeded my expectations. I was very impressed with repair worker who did a brilliant job and cleaned up everything after he had finished. Ms Worrall

Please pass on our sincere thanks to the repair worker for dealing with an electrical problem at our home out of hours. They worked really hard to resolve the issue, Thank you! Mrs and Miss Ward - Withington

Thank you to Steve Clancy who completed a repair today; he was a diamond and a gentleman and I have never had such good customer service!

Give my compliments to the repairs team, who did a brilliant job, would highly recommend them! Mrs Daly - Shawbrook Road

Providing More Homes

One of the main functions of Southway Housing is providing more homes with affordable rent to meet the ever-increasing demand in south Manchester. South Manchester has the highest house prices of all areas of the city and Manchester's highest house price to income ratio. There is a huge (and often well-publicised) housing need across the country, particularly for affordable housing – and also for smaller properties, allowing for downsizing.

In 2015/16 we delivered:

Two new build developments that were targeted at downsizers: Talbot Court, (18 apartments) White Swan Court (12 apartments).

Westbrook Close, an Age Friendly regeneration scheme (15 apartments, plus 3 refurbished bungalows (a net gain of 7).

Holland Court Refurbishment Scheme - converting 11 bedsits to one-bed apartments and creating two new apartments while the remaining 8 apartments saw improvement work.



During 2015/16, work also began on building 22 new homes:

- **Beverly Road** - 18 one-bed apartments and 8 two-bed cottage flats. Features include a communal garden with planting to encourage local wildlife and external landscaping providing full access to persons with disabilities. Completion is due January 2017.
- **Green End Road** - 14 one-bed Age Friendly apartments. This was the former site of a City Council work depot previously overwhelmed with fly tipping, which we have regenerated and improved access to. Completion scheduled for October 2016.

Three properties were acquired in 2015/16 through the market rent pilot. (See our Futures Strategy Review on our website for more details)

'Social' homes for older tenants

The delivery of the remodelled development in Westbrook Close was part of our wider Age Friendly project in Old Moat and helped people like Derek Taylor to keep in touch and involved with his community.

"After 36 years in a 2-bedroom cottage flat, I have been very lucky to be given a 1-bedroom bungalow. Downsizing has been the best thing ever for me. There's a community feel to the design here; it'll bring people out a bit."

The development addresses access issues and has brought significant benefits to the wider community, including: reducing anti-social behaviour; enabling bin collections; and ensuring access is available for deliveries and emergency vehicles. It has also increased the number of homes that can benefit older people and released more family accommodation for the growing waiting list.

Future

2016/17 Activities

We intend to deliver more than **750** additional homes over the next five years and we'll keep you informed in Southway Stories of how we are getting on.



Rent

The Year End Rent Performance figures showed a strong performance over the last year.

We collected **99.8%** of the amount due, compared to a target set at the start of the year of **99.5%**.

Collection from those tenants affected by the so-called bedroom tax was even higher - **100.6%**.

Overall this means income over and above what was forecast at the start of the year of **£129,759**.

This will partly be due to this year's new 'Rent First - Every Contact Counts' approach.



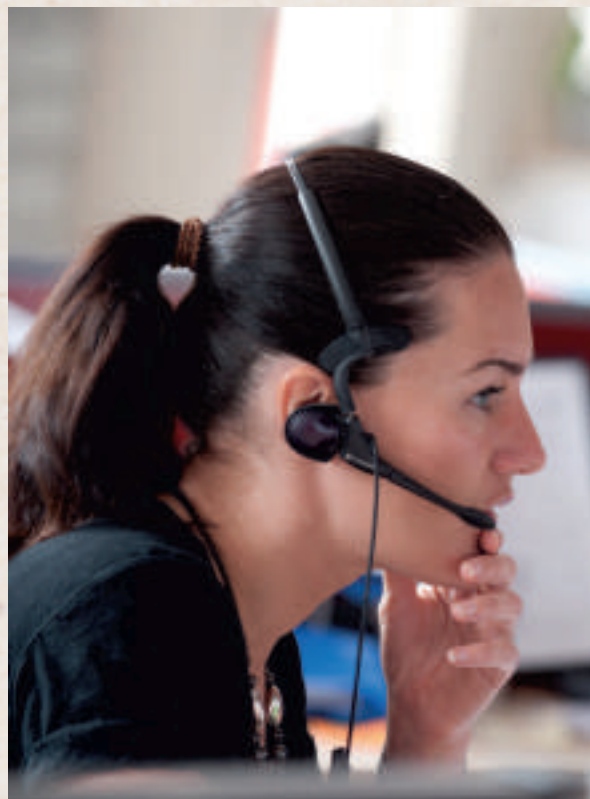
Contacting us

- **94%** calls answered

Our target of **98%** was not achieved. Performance was high until Quarter 4 when it fell to **88%**. This was largely due to the implementation of the new internal structure; you can read more about the changes to our services in this issue of Southway Stories.

Our aim with these changes is to provide an even better service, but with such significant changes we had expected they would negatively affect performance in the short term. We thank our customers for their patience and apologise for any inconvenience that has been caused. We would also like to remind customers that you can use our website or Facebook and Twitter to contact us in a variety of ways and even to book repairs.

- Number of calls answered **76,559**
- Average time taken to answer inbound telephone calls (in seconds) **17**



Supporting Tenants and the Community



Employment

Key Achievements in 2015/16

- Social value of **£1.5M** achieved.
- **86** people were supported into employment.
- **302** people received general advice and training to help them into work.
- **9** tenants provided with apprenticeships
- **6** young people were given paid work experience placements through a partnership with Manchester College.
- Expansion of the Time Bank into Chorlton, Burnage and Old Moat.
- Time Bank volunteers delivered **2,536** of volunteering hours (and expanded into Chorlton, Burnage and Old Moat).
- **268** individuals and **48** organisations volunteered through Time Bank.

86

PEOPLE WERE
SUPPORTED INTO
EMPLOYMENT.

YOU'RE HIRED

TENANTS
PROVIDED WITH
APPRENTICESHIPS

9

Thrilled with Work

Jackie Scott originally came to us in September 2015 to apply for a bursary to fund cooking equipment for a Hospitality course she had signed up to.

Jackie had been out of work for nine years and experienced bouts of depression. However, after being deemed fit to work she moved from Employment Support Allowance onto Job Seekers Allowance. Finding employment can be stressful for any individual, but for those with mental health issues it can be particularly challenging.

Jackie wanted a job but had been finding one difficult, so got in touch with Southway Housing's employment support service. "Back in December/January it was just a dream!" she explains, "but very patiently and kindly Southway has helped me gain self-belief so that it was possible to get a job."

Our Employment Officer revamped Jackie's C.V. and helped her with her applications for various roles. Through this she was invited for some interviews.

"After two interviews I was offered a front-of-house job at the beautiful location of Quarry Bank Mill!" Jackie says. "I am finding it so wonderful. I feel extremely lucky to be working."



Digital Skills

- We supported over **500** tenants to get online in 2015/16

Helping them to save money, reconnect with family members, gain skills, find jobs, to book repairs and much more.

How have we achieved this?

Digital Champions

Digital Champions can come to your home, meet you in a local library or community centre or even a local coffee shop. All Champions have their own equipment and know their way around a computer.

Digital training courses

We run regular Drop In sessions and run UK-online Centres at our community centres and learning hubs.



You can also register for Internet Savvy training or Silver Savvy courses for over-55s.

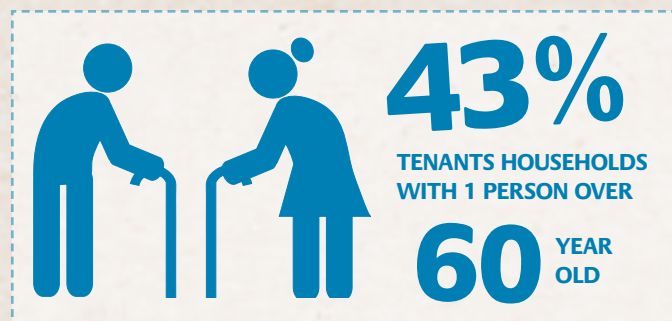
- Last year more than **60** Southway Tenants became “Internet Savvy” with a **92%** pass rate among those who opted to take the exam.

Find out more in Southway Stories.

Age Friendly

- **674** older people involved in Age Friendly projects

With over **43%** of Southway’s tenant households having one person over **60**, making South Manchester Age Friendly has been a priority for 2015/16.



Our initiatives covered three main areas:

HOUSING

- Age Friendly housing developments & gardens
- Assisting older tenants to downsize within the same area or ‘ageing in place’

THE COMMUNITY

- Public benches and noticeboards enabling residents to rest on journeys, meet people and learn about events



- Large and dementia-friendly signage and improved access in Old Moat
- ‘Take a Seat’ campaign - seating for people to rest in shops

SERVICES

- Social prescribing service known as ‘LinkAges’ set up with GPs and NHS in Old Moat and Ladybarn
- Peer-to-Peer Support Network set up
- Tailored IT support

Funding

Southway secured over **£200k** of funding working in partnership with Manchester Metropolitan University to support work with older people in Burnage and identify ways to make the area more Age Friendly.

Over the last year we worked hard to engage with as many older people as possible and achieved the following:

- **655** people engaged in Age Friendly projects and events including, Health and Wellbeing Sessions, Advice Events and Consultations
- **132** older people supported into digital access
- Grove Lane sheltered scheme set up as an Over-50s ICT Hub as well as running a full schedule of sessions for older residents
- Dementia awareness sessions provided to over **60** people to enable staff to better support this client group
- Three Safe & Secure events held with **97** advice packs distributed
- Three Winter Warmth events took place with **150** Winter Warmth packs distributed



Princess Anne visit

We were delighted to be joined by HRH Princess Anne at our Age Friendly meeting in Old Moat. HRH and a group of 15 leaders from around the Commonwealth took part in discussions about the progress of and future priorities for our Age Friendly programme.

This was a great opportunity to showcase the work we have done in making Manchester a better place for older people, and to get some very high level recognition for our Age Friendly work.

Money Matters

Affordable loans

Our affordable loan scheme 'Southway Solutions' in partnership with South Manchester Credit Union issued:

- Loans to **241** tenants of up to **£300** to pay for a home emergency

for a range of purposes including car repairs, home improvements and cooker or washer replacements.

"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."

The scheme was shortlisted for a National Credit Award in 2016 for the 'Responsible Approach to Consumers Award' category.

Debt advice

Over the last year the team has been particularly successful, in total dealing with **942** case issues and generating over **£2 million** in financial gains for tenants. Over **£179,000** has been gained in Housing Benefit alone:

New cases opened	118
Total debt dealt with	£482,000
Debt written off	£196,500
HB & DHP awarded	£12,800
Charity grants awarded	£7,500



Responding to food poverty

We continue to see an increase in the number of tenants requesting food vouchers for local foodbanks, mainly due to Benefit delays and sanctions, but we are also seeing greater numbers who are in work but not earning enough to feed their families. The proposed cuts to Tax Credits will likely see even more families suffering from food poverty.

- Opened **2** new Quids in Food Clubs helping **92** families



To help households on very low incomes we worked with Fareshare and volunteers to run two food clubs from the newly refurbished Pop Up shop on Merseybank Avenue and Buckthorn House on the Arrowfield Road estate. Unlike with foodbanks members pay a membership fee and also receive fresh and chilled items.

"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."

If you need help or advice with any money, debt or welfare matters please contact the Hub and ask for the Advice Services team.

Protecting Neighbourhoods and the Environment



Anti-Social Behaviour

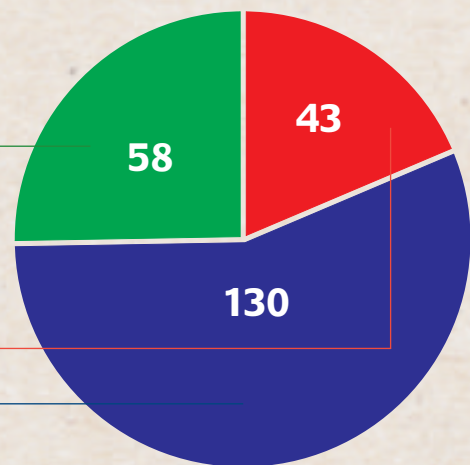
Since the introduction of the new powers for Social Landlords to resolve Anti-Social Behaviour (ASB), Southway's ASB Team has been working hard to ensure that swift and decisive action is taken when tenants are subjected to unacceptable behaviour.

ASB statistics

231 new cases of Anti-Social Behaviour were reported to Southway Housing from

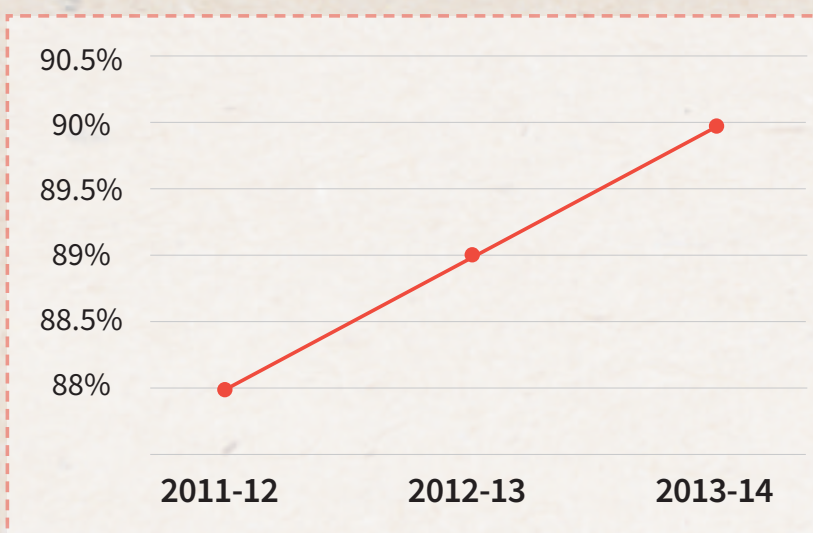
April 2015 - March 2016

- **Central area (Withington and Old Moat): 43**
- **East area (Burnage): 130**
- **West area (Chorlton and Didsbury): 58**



According to YOU... have we delivered what you wanted?

87% of people contacted were satisfied with the handling and outcome of their ASB case. Improving every year



Total cost per property of ASB

Upper quartile	£43.36
Median	£59.72
Lower quartile	£81.17
Southway	£50.40

Average time to deal with issues – **31 days**

Look out for our (ASB BOOKLET) showing you more about the powers Southway has when it comes to ASB *

We do try to minimise legal costs through methods such as mediation (where we invite people to have controlled discussions in order to resolve domestic matters); however, this is not always possible, and in more extreme cases it is necessary to take legal action to help protect our communities in a firm and appropriate manner.

In the last 18 months there have been two separate legal cases that have incurred a significant cost. A contested possession application has resulted in legal costs of **£27,118**. The other case involved multiple actions against two perpetrators (both Southway tenants) and in total has cost **£19,165**.

ASB powers in action

In May 2015 Southway was awarded a without notice injunction and power of arrest against an adult tenant living on Woodcroft Avenue in Burnage. The injunction was the first Southway has been awarded under new ASB legislation and is thought to be one of the first awarded by Manchester County Courts.

The tenant threatened his elderly next door neighbours. Within **48** hours of the incident being reported to Southway, an application to court had been made for an emergency hearing and a 2-year injunction was awarded against the tenant. The injunction has a power of arrest attached to it, meaning if the tenant behaves in the same way again to his neighbours, to any other residents on Woodcroft Avenue or to any members of staff, he will be arrested and could be sent to jail.

Who to contact and when

If you think there is a risk of someone getting injured, if someone is being threatened or a crime is being committed, you should report it to the police on 999. All other acts or types of ASB can be reported to the police on 101. ASB can also be reported to Southway Housing online at www.southwayhousing.co.uk/report-antisocial-behaviour, on 0161 448 4200 or via email to ASBteam@southwayhousing.co.uk.

Environment

Sustainability

Panel power

Over **1650** Southway homes have benefited from our free solar panel scheme.

The systems save between **£130** and **£260** a year, assuming that a majority of the free electricity is used.

We've also helped tenants access energy-saving kit that links up to the panels such as I-Boosts, which provide free hot water from solar panels.

"I'm very happy – since my I-Boost was fitted in early May I have had to put the boiler on just twice to heat water. More piping-hot water than I know what to do with! Even when it's chucking it down outside, the water is heating! Amazing! Thanks, Southway!"



Energy Doctor

339 Energy Doctor visits

Our Energy Doctor programme continued in 2015/16, providing personalised energy efficiency and switching advice to tenants. On average this service can save tenants between **£300** and **£400** per year.

Tenant surveys told us that:

- **100%** of Energy Doctor service recipients rate the service **8-10 / 10**
- **64%** say they have definitely saved hard cash

"The Energy Doctor is the best man to visit my property in 27 years! He was fabulous, informative and helpful; he should be given 5 stars."

Lightening up

In June 2015 we installed lighting in the communal area of a 2 and 4-block of flats as a trial. **1 year** on we have reduced energy use by between **45** and **52%**. In the long run this should reduce the service charge tenants pay, and cut the Southway Carbon Footprint.

We're hoping that this paves the way for further investment in LEDs across our estate.



energy use reduced by

45% – 52%



Environmental work

Our environment team work tirelessly within the community to develop and maintain gardens and the **150** public access Green Spaces within our estates which are open to all. Some highlights from the past year include:

- Creating **3** new community gardens

At Withington Fire Station, Westcroft Community Centre and Merseybank Shopping Parade – Merseybank's has a 'recycling' theme and hosts educational workshops on the environment and climate change for the public.

Community gardens provide a space for residents to grow, spend time in a beautiful outdoor setting, meet like-minded people and develop a support network to encourage gardening.

- Winning a Bronze Green Apple Award 2015 for Environmental Good Practice.

The award acknowledges efficient use of resources and sustainable development, including social benefits through community and staff involvement.

This is a massive achievement that puts Southway on the map - with international recognition.

- Wildflowers project

We gained funding in partnership with Grow Wild Kew Gardens, Manchester City Council (MCC), Landlife and Liverpool Everton Park to plant wildflowers across our



areas and pathways into Manchester, linking Manchester with Liverpool in 'A Tale of Two Cities'.

"I just wanted to say how fantastic I think the wild flowers are on the Princess Road. I have heard loads of people commenting on them completely randomly. I hope you are really proud - you should be - absolutely beautiful." - Councillor Mandie Shilton Godwin, Labour and Co-operative Member for Chorlton Park

Future

Over the coming year we're working to transform the green space along Darley, Mottram and Leeswood Avenues in order to apply for a Green Flag Award.



Vulnerable Tenants

Hoarding

Southway partnered with Greater Manchester Fire & Rescue Service (GMFRS) to launch an innovative hoarding project which has caused quite a stir in the professional arena.

- We had **17** cases of hoarding/property condition from 2015/2016
- **4** cases are closed and they have successfully maintained
- **5** cases moved (downsized) and have maintained
- **4** cases Support Officer is still working with
- **4** cases haven't engaged, are classed as high risk by fire service and are pending enforcement action

The partnership agreement is proving very successful and we now work with a named officer at GMFRS on all cases where tenants have vulnerability issues.

What is evident is that generally mental health and

traumatic issues have occurred in hoarders' lives, the fallout from which has materialised as hoarding – the triggers mainly being sexual abuse, neglect, being brought up in care system or death of a family member.

We have made huge progress this year, but may only be scratching the surface. If you feel that you or someone you know would benefit from support, contact the Customer Hub.



Changes

This year has been a big year for Southway, with lots of structural changes taking place:

- A new Executive Officer structure and team established
- A new governance structure put in place, including **2** subsidiaries
- A new Board and Committee structure with a skills-based membership
- Revised funding arrangements including additional capacity to support delivery of a bigger development programme
- Development Strategy adopted with a wider geographical area and tenure mix
- Commercial pilots launched

Neighbourhood Promises

During 2015/16 the Trust achieved **50** Neighbourhood Promises across a range of **11** core service activities.

Highlights included the successful environmental improvements on Merseybank, supporting Age Friendly work in Old Moat and the continuing development of activities being delivered from Westcroft Community Centre.

2015/16 was the final year of Neighbourhood Promises. In future the performance of the Trust and its delivery standards will be monitored by customers through the Resident Consultative Group, Service Improvement Groups and the Tenant Scrutiny Panel.

New Developments coming in 2016 – see page 4 of Southway Stories!