

Southway Stories

The magazine for
Southway Housing
customers

Spring 2019



SPRING EVENTS

Family-friendly
goings-on

ALL
P5

Plus

SPRING INTO WORK

Land the perfect job
this season



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CIRCUMSTANCES CHANGED?

Your benefits will!



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STAR SURVEY RESULTS

How did we measure up?



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HATE CRIME & ANTI SOCIAL BEHAVIOUR

Work with us to stop it

WELCOME TO OUR SPRING EDITION OF SOUTHWAY STORIES.

In this issue we have highlighted performance across various areas of the business, to give you a snapshot of how we are getting on against our yearly targets since April 2018.

Every August we publish an annual report that covers the financial year from April 2017 until March 2018. We are currently at the halfway stage of this cycle and we wanted to give you a brief snapshot of what is going on and how we are performing so far.

You will see various snapshots throughout this edition, indicated by



If you want to provide feedback on our performance, or any other areas related to your tenancy, we always welcome your views. You can get in touch on our website at www.southwayhousing.co.uk or write to me directly (details on p3).

Karen

**CHIEF EXECUTIVE
SOUTHWAY HOUSING**



PROPERTIES AND REPAIRS



17,119 responsive repairs were carried out

98.6% of appointments were completed on first visits

7.3 days was the average time to complete a routine repair from the time it was reported (exceeding our target of 10 days.)

4,704 gas servicing jobs were carried out

Still 100% gas compliant – we continue to be compliant, ensuring all our tenants are kept safe in their homes.

To provide you with a better service, our workforce has increased to **56** operatives and **7** apprentices.

This year has seen a big push regarding electrical safety tests.

Unlike gas, we only need to test your electricity supply every five years but it is still important that you allow us access to your homes to do so.

This year we aim to complete **1,250** checks and have engaged an external contractor, AB Electrics, to help us do this.

BUILDING AND CONSTRUCTION



Construction of our new developments is progressing well, with our first shared ownership schemes at Park View, Gorton and Northbank, Burnage nearing completion.

106 properties are currently under construction to provide further homes in 2019 -2020 under the affordable rent and shared ownership schemes. We successfully bought affordable homes in Cheshire East and will soon begin construction of **162** extra care apartments in Burnage and Gorton.

Our work on market rent apartments (where profits go back into our existing social housing and the wider community) is nearly complete. Refurbishment work is underway on cottages in Altrincham town centre and these will be available for sale on the open market when work is complete. This type of initiative is valuable in helping Southway to fund a larger affordable homes programme.

A significant number of schemes are being considered in Manchester, Tameside, Trafford and Salford to ensure we continue to provide affordable homes in areas where people want to live.

WANT TO HAVE YOUR SAY?

LAST YEAR, WE LAUNCHED OUR NEW CUSTOMER VOICE INVOLVEMENT STRATEGY TO REALLY PUT OUR TENANTS AT THE HEART OF WHAT WE DO. WE'RE KEEN FOR MORE TENANTS TO GET INVOLVED, VOICE THEIR OPINIONS AND MAKE A DIFFERENCE TO THEIR COMMUNITY. IF YOU WANT TO GET INVOLVED, THERE ARE A NUMBER OF AVAILABLE OPPORTUNITIES THAT MAY SUIT YOU:

TENANT SCRUTINY PANEL

The Tenant Scrutiny Panel is a group of tenants who take a detailed look at our services to check if they are being delivered in the best way for tenants. The panel look at performance and costs and talk to staff and other tenants to gauge their views. They can then report their recommendations to our Directors, Chief Executive and People and Places committee.

So far, the panel have made great progress and focused on complaints, out-of-hours repairs, rent communication, anti-social behaviour and empty properties. A review on our communications around repairs is just starting.

Want to get involved?

You can find out more by contacting Jim on jimhutton03@yahoo.co.uk or Maureen on connect@southwayhousing.co.uk - we would love to hear from you!

RESIDENTS' CONSULTATIVE GROUP

The Consultative Group is made up of tenant group representatives, two leaseholders, two owner-occupiers, tenants and Southway staff. The group meets every six weeks to discuss policies and current issues, influences decisions and helps to shape services. Group members also get the chance to meet new staff, learn about their role and what their priorities are.

If you are interested in current issues and Southway's performance why not get involved?

COMPLAINTS SERVICE IMPROVEMENT GROUP

This group looks at a selection of real complaints made to Southway by tenants to check if they were handled



effectively and within target. Members of the group comment on whether the complaint could have been dealt with better and how we have learned from our mistakes. If you've got ideas for how our complaints can be better handled, then this is the group for you. The group meet once every three months on a Friday morning.

COMMUNITY CHAMPIONS – A NEW PROJECT

Do you care about your local area? We are looking for tenants who would like to take on a Community Champion role which would involve having a link with Southway staff with the aim to improving their local area. Our tenants are the eyes and ears of our neighbourhoods and will see things that we might not. The Champions would let us know of any concerns, for example dumped rubbish or abandoned properties. We will provide guidance and a designated member of staff to all Community Champions.

CHIEF EXECUTIVE'S BLOG

Also launching this month is our Chief Exec's new blog! Karen Mitchell will produce a monthly blog online to share Southway news and future plans.

The blog will be shared on our Facebook page, where you can contribute to the conversation, or you can feedback on the blog by writing to **chiefexecsblog@southwayhousing.co.uk**. You can also suggest topics for Karen to discuss.

Some of the topics Karen will talk to you about are Southway's performance, current issues, Universal Credit changes, our Beautiful South fund and lots more, including your ideas!

To find out more or get involved with any of the above, contact connect@southwayhousing.co.uk and let us know what interests you – WE LOOK FORWARD TO HEARING FROM YOU.



Universal Credit: Changes to Preserve Severe Disability Premium

Many of you will be aware of the huge drop in income some disabled claimants can experience when making a new claim for Universal Credit.

Following a successful challenge in the High Court last year, the regulations have been changed to offer some protection when making the switch.

What's changing?

As of the 16th of January 2019, anyone who has the Severe Disability Premium included in their Income-Related Employment and Support Allowance, Income-Based Jobseekers' Allowance, Income Support or

Housing Benefit Assessment (or who has had it included in the previous month) will not have to make a new claim for Universal Credit.

Instead, a new 'gateway condition' will prevent people from making a new claim for Universal Credit and they will be able to remain on, or make new claims for the old benefits. This will allow these claimants to retain their Severe Disability Premium.

Eventually, people in these circumstances will need to move onto Universal Credit, but when they do, they will receive 'transitional protection', so that they do not see an immediate loss of income at the point of moving onto Universal Credit.

If you are disabled and unsure on how the new gateway condition could affect you, or if you want to know more, please get in touch with our **Universal Credit Officer, Nadine Currie** at connect@southwayhousing.co.uk or on 0161 448 4200.

CLAIMING BENEFITS AND YOUR CIRCUMSTANCES HAVE CHANGED?

Don't keep mum – let them know!

Have any of the following happened to you or a member of your household recently?

- **You've stopped living with someone**
- **You've got a job**
- **Your hours of work have changed**
- **You've got a pay rise**
- **You've won or inherited some money**
- **Your child has turned 16 or moved out**
- **You've stopped getting benefits, such as Income Support**
- **You've gone into hospital or into residential care.**

If the answer is "yes" to any of these then you need to report a change of circumstances.

Your benefits are determined by the information you gave when you first made your claim. If your circumstances change, you may be entitled to more



benefit, less benefit, or you may no longer be entitled to get the benefit at all.

If you don't tell the relevant departments of any changes, your benefit claim might be stopped or reduced. You could collect a large overpayment and have to pay it back, which could be up to 40% of your total income. Failing to report a change could also be counted as fraud, which is a criminal offence.

If you have any problems with regards to your benefits, please contact the Hub on 0161 448 4200 to ask to be referred to the Advice team. They can help you.

SPRING into WORK

Spring 2019 has some exciting opportunities on offer for those looking for work, apprenticeships or a new career. Southway is organising 'Spring into Work', a month of free events to help South Manchester residents gain access to jobs and meet with some of the largest employers in their area.

Some big North West and national employers like the NHS, Aldi and Manchester Airport have been invited to deliver presentations at Westcroft, Barlow Moor Community Centre and Ladybarn Community Hub, starting from 28th March.

This will be a chance to learn about the type of jobs, training and apprenticeships that these employers can offer, and find out what they look for in a potential new recruit!

The final event will feature a large job fair at Burnage Academy on Thursday 18th April, from 10am - 3pm. Over 20 large organisations who regularly recruit will be there, most have current vacancies, so be sure to bring an up to date CV with you in case you want to apply.

Vodafone, The Army, the NHS, Aldi, Stagecoach, and Manchester Airport are just a few of the organisations who will be there, so whatever type of work you're looking, there'll be something for you! The day will also include sessions covering CV writing, interview skills and advice on becoming self-employed.

If you fancy working for Southway, we will also have a stand at the job fair with information on working for Southway and on our apprenticeships.

Interested?

Check out our Events page for the latest information, dates and times.

SPRING IS IN THE AIR

Put a spring in your step and come along to one of our Spring events.

BURNAGE CRAFT FAIR

**Wednesday 10th April
11am – 3pm**

Westcroft Community Centre, 26 Westcroft Rd, Manchester, M20 6EF.

Come along, meet your neighbours and others from the community, and try your hand at a few arts and crafts.

If you can knit, sculpt, paint or if you have another craft skill to share, let us know if you'd like to run a craft stall yourself! Refreshments will also be provided.



SPRING WILD CHALLENGE

**Wednesday 10th April
11am – 4pm**

Chorlton Water Park, 74 Maitland Ave, Manchester M21 7WH.

**Wednesday 17th April
11am – 4pm**

Fletcher Moss Gardens, 18 Stenner Ln, Manchester M20 2RQ.

Wild Challenge is a call - to get up, get out and get wild!

Connect with the natural world in brave new ways - reach out, touch it and meet it head-on, up-close and personal.

FUN DAY

**Friday 12th April
11am – 3pm**

Green End Road Green Space, Green End Rd, Manchester, M19 1LE.

Fun for all the family! Tackle our giant games and puzzles, take a bounce on the bouncy castle, have your face painted, and enjoy free tea and refreshments. There's also the opportunity to learn about our services and how to get involved.

RSPB'S 130TH ANNIVERSARY CELEBRATION EVENT

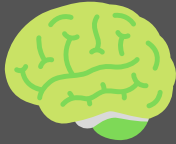
**Saturday 1st June
12pm – 4pm**

Fletcher Moss Gardens, 18 Stenner Lane, Manchester, M20 2RQ.

CHECK OUT OUR WEBSITE AND FACEBOOK FOR OTHER EVENTS NEAR YOU!



GOT A JOB, BUT WANT TO IMPROVE YOUR SITUATION?



SKILLS

**WANT TO SWITCH TO A
MORE SUITED VOCATION?**



SALARY

**WANT TO EARN HIGHER PAY
OR WORK MORE HOURS?**



STABILITY

**WANT TO CHANGE CASUAL
WORK INTO PERMANENT?**

**AMBITION MANCHESTER
IS OFFERING YOU:**

IN-WORK PROGRESSION

**PERSONALISED SUPPORT,
PLANNING AND GUIDANCE**

FOR MORE INFORMATION PLEASE
CONTACT NICOLA MOSLEY:
nicola.mosley@gcemployment.uk
07710 116 441



The
Growth
Company





age friendly
Southway Housing Trust

AGE FRIENDLY

We have nearly completed year two of the Age Friendly strategy action plan which sets out our plan of work and priorities for the period 2017-20.

40 actions were identified:

- 6 are complete
- 27 are on track with work progressing
- 7 are yet to be actioned.

We are also on track to increase our supply of Age Friendly homes. We acquired 41 sheltered properties in Tameside and 3 in Wilmslow. We are also building 162 Extra Care apartments in Gorton and Burnage, and 54 apartments at Minehead. This total surpasses our 2017 target.

Our key achievements this year include:

Rolling out projects that have been developed as part of the Naturally Occurring Retirement Community (NORC) in Old Moat

Our 'Take a Seat' campaign has been adopted by housing and local authority partners across Greater Manchester after its launch by Mayor Andy Burnham in August 2017.

Age Friendly New projects

We have successfully gained over £200,000 of funding for three other projects across Manchester, Oldham and Tameside.

Community Navigators is a volunteering project which links men aged 75 years and over with activities and groups in their community.

The Peer Support Network in Chorlton trains older people to develop activities and events that improve their health, well-being and sense of community.

Social Eating develops opportunities for older people to cook, eat and socialise together.

In August we launched the **Burnage Age Friendly Neighbourhood Action Plan** to a packed event at Burnage Community Centre. The action plan has 50 tasks; 9 are already complete and 18 are in progress. In December we started talking to residents in four of our Burnage bungalow sites to find out their views on their home and the environment.

Future plans - We will be running a **Slipper Exchange** over the coming months in partnership with the South Manchester GP Federation, the Manchester Local Care Organisation, Manchester City Council and Age Friendly Manchester. This is for people aged 65 and over to exchange their old slippers which may be causing them to trip, slip or fall, for a new and safer pair, all free of charge.

HOUSING OPTIONS FOR OLDER PEOPLE (HOOP)



Since October 2017, this service has provided bespoke advice to people aged 50 and over who either need to move urgently or need help thinking about their future home.

Since then we have spoken to 262 people and helped 42 to move to more suitable homes.

Future plans - This time next year we will be moving people into our brand new Minehead development which includes 33 affordable flats for rent for people aged 55 and over.



Andy Burnham with two Southway Age Friendly Champions – Tommy Walsh (left) and Derek Taylor (right.)

THE RESULTS ARE IN!

Before Christmas, we asked you to complete our bi-annual STAR survey. This is a really important survey, as your feedback helps us identify what we're doing well, where we can improve and what our priorities should be.

A huge thank you to everyone who took the time to complete our survey; over the coming months, we will be looking into how we can use your feedback to make positive changes to our services.

A full copy of the report will be available on our website, but for now, here are the headline results from the 2018/19 survey:



81% Of tenants were happy with our services overall and expressed satisfaction with their neighbourhood.

70% Felt that Southway listens to their views and takes action from their feedback.

80% Felt that they get good value for their money by tenanting with us and were satisfied with the quality of their homes.

69% Were satisfied with the maintenance of communal green spaces.

79% Were satisfied with the general condition of their homes and the quality of repairs.

65% Were happy with the amount of opportunities to get involved.

This year's STAR survey results confirmed that the majority of our tenants are happy with Southway's services. The survey indicated that levels of dissatisfaction were relatively low at 12%. We are thrilled with this result, but we know there are areas where we can improve.

SERVICE PRIORITIES

We asked you to rank our service priorities to help us decide how we should spend our money. Your results told us that our number one priority should be...

1 Repairs



Your feedback told us...

The **best part** of our repair service was the positive attitude of our repair staff.

The **worst part** was the time it took for repairs to start.

You ranked the priority of our remaining services in the following order:

- 2 Quality of home
- 3 Neighbourhood as a place to live
- 4 Value for money of rent
- 5 Dealing with ASB
- 6 Keeping tenants informed
- 7 Acting on tenants' views

We will take all of your feedback into consideration when planning our services for the two years ahead!

STAR SURVEY

PATTERNS AND REASONS

- 1. The Customer Hub** and the service it delivers is well perceived by the majority of customers, with 82% rating the way the trust handles queries as either very or fairly good.

The help and advice offered by staff in the Customer Hub received the highest ratings, however our tenants were more critical of the speed of the service. The time it takes for the right person to call them back and how quickly they receive an answer were the lowest rated elements.

- 2. Non-core services** - Whilst the majority of tenants expressed satisfaction with core services, you were less satisfied with non-core service areas, in particular the handling of antisocial behaviour (ASB) cases. ASB issues are very difficult to resolve and ratings for our procedure for handling such problems receive much lower ratings than core areas of service. The number of respondents to questions relating to ASB is quite small however, and therefore findings should be considered with caution.
- 3. Age positive** - When findings are broken down further into sub-groups, analysis by age shows a pattern in the data that older tenants are more likely to be positive about homes and services than their younger counterparts. This trend is very common and was also identified in Southway's 2016 survey.

- 4. Decreases in satisfaction** - Comparisons with the survey in 2016 reveal that there has been a slight decrease in satisfaction in a number of service areas, including landlord services, home quality and condition and repairs and information. In contrast, ratings for listening to tenants, and for acting on their views, have improved.

80% FEEL WE COMMUNICATE WELL

- 5. How well we communicate** – 80% of tenants consider Southway as good communicators who keep you informed about issues that may affect you. Views on the way tenants are actively consulted are slightly less positive, with only 70% expressing satisfaction with the way we listen to them and feel that we use their information in a constructive way.
- 6. Car parking and litter** are still problem areas - As in the previous research, the most commonly reported problems are car parking and litter.

Thank you for sharing your views. We will update you on any actions and plans we have as a result of your feedback on our website and in the next issue of Southway Stories.

Congratulations!

All tenants that completed our STAR survey were automatically entered into a raffle draw, for a chance to win a fantastic £200!

Congratulations to this year's winner Ms Fiza!

Didn't complete our Survey this time round? We issue the STAR survey every two years so your chance will come around again, but we welcome our tenants' feedback all year round. Check out the Have Your Say article, or our website, for all the ways you can influence our service.



WIN A SPRING TREAT WORTH £200

Southway Rewards is offering tenants the chance to win hundreds to spend on the thing you really, really want this Spring.

Are you...

- **Doing up the garden?**
- **Starting a new fitness routine?**
- **Planning a small break?**
- **Updating your tech?**
- **Looking for new wheels?**

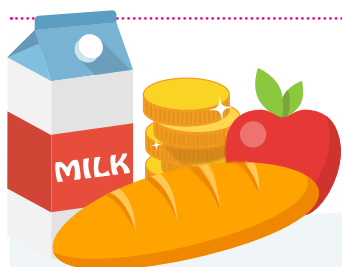
There are eight £200 and £100 vouchers available for eight lucky winners. Simply let us know where you would like vouchers from when your name is drawn!

To be in with a chance to win you'll need to meet this criteria by Tuesday 26th March:

- **Have a credit or zero balance on your rent account, or have kept up-to-date with your rent repayment agreement for at least 13 weeks**
- **Have no other breach to your tenancy, such as an untidy garden or poor property condition, or have committed ASB.**

Many rent accounts have arrears of £20 or less. Now is the perfect time to spring clean your account and clear any small, affordable arrears that may have built up – you may even get a prize out of it!

If you need any help or advice about money matters, please contact us and our Advice team will get back to you. If there are any barriers keeping you from maintaining the condition of your property or garden, we may have services or support available, or be able to refer you to a service. It's always worth getting in touch.



ADVICE AND GUIDANCE

In 2018...

Our staff responded to **392** referrals, gained **£1.7 million** for tenants and closed **95%** of appeals with a positive outcome.

Our Debt Advisor dealt with **77** referrals and successfully ensured **£13,000** of tenants' debt and **£175,000** of insolvency-related debts were written off.

Our Employment and Money Coordinator helped **65 tenants** with budgeting advice.

We assisted **18 tenants** with creating strong CVs and helped **13 tenants** to secure new jobs.

Six sessions of "Cooking on a Budget" took place at *Quids in Food Clubs*.

OUR Performance



COMMUNITY SUPPORT

This team works extensively with tenants who struggle to manage their tenancy due to health issues, former homelessness, domestic abuse or other difficulties.

The team work with **Early Help**, a city wide partnership initiative on specialist interventions, to help families stop their problems from escalating.

They also help to tackle hoarding amongst tenants by using Southway's unique 'Tidy Homes, Tidy Minds' method.

Some key achievements from 2018 include:

60 referrals made to the Community Support Team

91% of cases closed successfully.

17 referrals made for 'Tidy Homes, Tidy Minds' and over 20 presentations made nationwide to promote the service.



BE WELL

IMPROVING HEALTH & WELLBEING

Southway has linked with The Big Life Group to deliver 'Be Well', a project that helps improve the health and well-being of Manchester residents by offering support with work, housing, family issues and money worries.

Referral for any of these issues can be requested through your GP and Big Life will then connect you to a specialist service who are best placed to meet your needs. Southway is helping deliver employment support with two 'Be Well' specialist employment coaches, **Kara Grant** and **Carl Bacon**, based at our offices for the next two years.



Life in the way of healthy living?



Be Well is here to help you find a way to live and feel well whatever twists and turns life brings.

We can even help you get on top of work, housing, family and money worries.

Just ask your GP to put you in touch with us.

Be Well is here for people living in Central and South Manchester. We're free to all, near to home and personal to you.



Be Well is part of The Big Life group of social businesses and charities

SLIPPER Exchange



Old, sloppy, badly fitted slippers are a major cause of accidents in the home

Are you over 65 and live in South Manchester?

Contact us now to exchange your old slippers for a new **FREE** pair of safer ones



What is a Hate incident?

Any incident committed against a person or group that is motivated by the offender's hatred towards their race, sexuality, disability, religion, age or gender. Examples of hate incidents include verbal abuse, vandalism, online bullying or damage to property and physical violence.

Hate incidents can harm individuals, families and society and can damage community relations. Southway is committed to actively monitoring and reducing hate incidents. We have developed a reporting system to help us deliver a consistent and professional approach to tackle this often hidden problem.

A Brave Family and a Community Coming Together

Last year, a group of youths from Burnage targeted a family of Asian origin. The family experienced racist name-calling, stones being thrown at their windows and intimidating behaviour outside their home. The family were frightened to report the incidents, but when a brick thrown through their window almost hit a family member, they knew they had to speak out.

The family reported the incidents to Southway and we pursued legal action against the offenders. With the help of the family and other residents, who stood as witnesses, we successfully got injunctions against three of the ringleaders of this group. Southway also carried out joint warning interviews with Greater Manchester Police for the

other group members and their parents and requested them to sign Acceptable Behaviour contracts.

A year on and we're pleased to say this family are no longer disturbed by this group and are living in peace.

What can I do?

If you experience or witness a hate crime, please report it to us by phone, email or in person at our office.

Southway is a third party agency and we report any incident to the police.

Who else can help?

Stop Hate UK is one of the nation's leading organisations working to challenge all forms of hate crime and discrimination based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for anyone affected by Hate Crime.

You can visit the Stop Hate UK website or call their 24-hour helpline FREE on 0800 138 1625 to report a hate incident or seek support for individuals and communities affected by hate crime.

Don't miss out on your FREE NHS Health Check

NHS Health Checks are available to people aged 40 - 74 in your community. The NHS Health Check is designed to spot the early signs of heart disease, strokes, type 2 diabetes, kidney disease and dementia.

We know that your risk of developing these conditions increases with age, but certain

lifestyle factors can increase your risk even further. These include:

- **Being overweight**
- **Physical inactivity**
- **Smoking**
- **Excessive alcohol intake**
- **High blood pressure**
- **High cholesterol**

By taking early action, you can improve your health and help to prevent these conditions from developing later in your life.

"I haven't had a check before – what can I expect?"

The check should take about 20–30 minutes and is based on straightforward questions and measurements, such as age, sex, family history, height, weight and blood pressure. You will also need a simple blood test to measure your cholesterol level. Following the check, you will receive free personalised advice about what you can do to stay healthy and reduce your risk of heart disease, stroke, type 2 diabetes, kidney disease and dementia.

NHS

To book your check or for more information please contact Ben Rydings, NHS Health Check Co-ordinator on 0770 2872 861.

LIFTING THE LID ON FINANCIAL ABUSE

What is Financial Abuse?

Financial abuse happens when a person's ability to earn, access and use their own money or resources is manipulated or controlled by another person or group. It can be carried out by anyone in a position of power or trust, who uses threats, physical violence or manipulation to gain control.

Financial abuse is a complex issue, which can have a devastating effect on individuals and their families. If the abuse continues, it can lead to individuals being unable to buy food for themselves and their children, lead to serious debt, and even put people at risk of homelessness.

Examples of financial abuse include:

- Stealing money from a partner, family member, vulnerable/older person
- Preventing a person from accessing joint/sole bank accounts
- Stopping a partner from working
- Destroying household goods or property so they have to be replaced
- Running up charges or debts under another person's name, whether fraudulently or by abusing their trust
- Persuading a person to change legal documentation, such as wills
- Denying a person access to money for basic necessities, such as food.

Who does it happen to?

One fifth of the UK's population are reported to have experienced some form of financial abuse.

It can happen to anyone, however, some groups are more vulnerable to being financially abused. These include:

- **Women experiencing domestic abuse and violence - often, financial abuse occurs alongside the physical abuse that they are already experiencing.**
- **Older people - around 18% of those aged 65 and over in the UK have experienced some form of financial abuse. Often, the abuse is carried out by family members.**
- **People who have mental health conditions and/or learning difficulties**



How can I spot it?

Financial abuse can be difficult to recognise at a glance, but there are some warning signs which can help to identify when a person is experiencing financial abuse, such as:

- **Unpaid bills and increasing debts**
- **Unexplained shortage of money**
- **Reluctance to allow another person to speak on their own behalf, or attend appointments or meetings alone**
- **Poor or considerably worn clothing and/or footwear**

WHAT CAN I DO TO HELP?

Financial abuse is a safeguarding concern and reporting it is everyone's responsibility.

If you suspect someone is being financially abused, please contact:

Manchester Contact Centre

Tel: **0161 234 5001** (open 24 hours a day, seven days a week)

E: mcsreply@manchester.gov.uk

Secure Email: socialcare@manchester.gcsx.gov.uk if you are sending sensitive information

SMS Text: **07860 003160**

Online through: **Sign-Video**

Tameside Adult Services

Adult Services, Integrated Urgent Care Team, Ashton Primary Care Centre, 193 Old Street, Ashton-Under-Lyne, OL6 7SR.

Tel: **0161 342 2400**

Minicom: **0161 342 342 2577**

Text: **AACCT**

FINANCIAL ABUSE CAN HAPPEN TO ANYONE. THE MORE YOU KNOW ABOUT IT, THE MORE YOU CAN DO TO STOP IT FROM HAPPENING WITHIN YOUR COMMUNITY.

WHAT'S ON

Looking to take up a new hobby this year? Learn a new skill or gain a qualification? Or would you just like to meet new or like-minded people?

There are loads of things happening on your doorstep at community spaces, centres and hubs across south Manchester. Take the plunge and try something new – you won't regret it!

Westcroft Community Centre, Burnage

Winner of Community Space of the Year!

Mondays

9.30am – 1pm

Eat, Meet and Greet

1pm – 3pm

ESOL English classes for beginners

Are you struggling with basic English? This course may be for you!

Tuesdays

10am – 12pm

Computers for beginners

This course will help you get online and learn more about the web.

10am – 1pm

Age friendly drop-in session (advice for over 50s.)

10am – 2.30pm

Drop-in internet café.

Wednesdays

9.30am – 12.30pm

Sew What sewing group

10am – 1pm

Advice and Guidance session - just drop in!

10.30am – 3pm

'Quids In' Food club.

To join, come along to the club and complete a membership form, bringing some evidence of claiming Housing Benefit/ Universal Credit with you. Please note there may be a waiting list.

Thursdays

12.30pm – 2.30pm

Job Club

Are you looking for paid or voluntary work or training? Drop in for help with your job search.

10am – 2.30pm

Internet Café

Feel free to drop in.

10am, 12pm, 5pm and 7pm

Slimming World meetings

Fridays

9.30am – 2.30pm

Patch What sewing group

Self Help Services

Appointment required.

The service is free, but an appointment is needed before attending. There is a referral form on the Self Help Services webpage or you can call the office on 0161 226 3871 and request for a referral pack to be sent out to you.

Saturdays

8am and 10am

Slimming World meetings

Ladybarn Community Hub

Recently reopened! Come and visit the new look space.

Tuesdays

6.30pm – 7.30pm

Hatha yoga

For all levels. £5 per session.

Wednesdays

12.30pm – 2.30pm

Ladybarn Over 50s

For £2.50 you can enjoy some hot soup and cake and take part in different activities like arts and crafts, quizzes, board games, singing, daytrips and much more.

Thursdays

12.30pm – 2.30pm

Ladybarn Over 50s

For £4.50 you can enjoy a hot meal and lively game of bingo with prizes to be won!

Fridays

1pm – 4pm

Job Club

Get help finding work including volunteering and training opportunities, improving your CV, and practicing interview skills.

1pm – 3pm

Free Stay and Play

For families with children 0-4 years old with Sure Start Outreach Workers

Sundays

10.30am

Christ Church Manchester meets

Term Time Only:

Mondays & Tuesdays

8.30am – 11am

Affordable Community Playgroup (2-5 year olds)

11.30am – 12pm

Lunch club

12am – 3pm

Afternoon sessions

Mondays & Wednesdays

4pm – 6pm

Junior Youth Club

(8-12 year olds)

Thursdays

7pm – 9pm

Senior Youth Club

(13-19 year olds)

Fridays

6pm – 8pm

Konnect Club

Youth Club for young adults with disabilities. (18-25 year olds)

Saturdays

10am – 12pm

Fizz Club

Youth Club for young people with disabilities. (13-25 year olds)

COMMUNITY ROOMS FOR HIRE! GET IN TOUCH FOR MORE INFORMATION

Contact **Westcroft Community Centre** on 0161 448 8232, visit www.westcroftcommunitycentre.co.uk or email westcroftcommunitycentre@gmail.com

Contact **Ladybarn Community Hub** on 0161 225 2093 or email info@ladybarncentre.org.uk

HELP TELL THE PEOPLE'S STORY OF BURNAGE!

Burnage Library Activity and Information Hub are running a Heritage Lottery project charting the story of the people who have made Burnage their home over the last 100 years.

They'll be gathering stories and exploring the history of the area through lots of events and activities over the next 18 months, from Lego builds, to photography walks, talks and craft activities.

100 years ago Manchester Corporation began transforming an area of fields and farms into what are now the Burnage and Kingsway

Estates, building 3000 homes "fit for heroes" returning from WW1. Equipped with all "mod cons" like gas and electricity, large gardens and green spaces for children to play, the homes were a haven for families, offering a new life away from overcrowded districts as slum clearance began in the 1920s – 1930s.



Did you grow up in Burnage? Did you settle here and bring your family up? If you have a family story to tell, would like to get involved as a volunteer or find out more about the history of your house, then get in touch.

Visit www.burnagehome.co.uk, email them at contact@burnagehome.co.uk or pop into the library and pick up a leaflet.

WANT TO GET ONLINE? WE CAN HELP!

We loan laptops for free, which you can keep for up to three months. Internet access is also provided in the form of a MiFi device if you do not already have access.

We offer discounted laptops for purchase, if you are looking to buy one. Southway tenants get a discount through **Computer Recyclers**.

We offer 1 - 1 help with using your computer in the form of our '**Digital Champion**' volunteers. If you need a little help, just let us know and we will put you in touch.

Or you can become a Digital Champion and share your skills and knowledge on computer courses and through 1 - 1 tutoring, gaining valuable voluntary experience

while you do it. Full training will be provided and it'll look great for your CV.

We offer free basic computer courses that can help you with:

- **Basic computer skills (switching on the computer, using a mouse, etc.)**
- **Setting up an email address**
- **Advice on the best and cheapest equipment and internet deals**
- **Searching online for jobs**
- **Signing up to the Southway portal (so that you can book repairs and manage your tenancy online)**
- **Using the internet to save money**



At the end of the course we'll pay half the cost of a laptop, and advise on the cheapest way for you to get online.

NEXT INTERNET SAVVY COURSE

Wednesdays 10am-12.30pm for 7 weeks from **27th March**, at **Old Moat Sure Start Centre**. Spaces still available but book now so you don't miss out!

To sign up contact **Joe** using the details below.

To apply for any of these initiatives or to find out more, contact Joe Sandwick on 0161 448 4200 or email connect@southwayhousing.co.uk.

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www.southwayhousing.co.uk/ParkView

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