

Southway Stories

The magazine for
Southway Housing
customers

Autumn 2021



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RESULTS ARE IN!
STAR Survey reveals
our priorities

P6



WIN £50, £75 OR £100!
In our heritage
celebration competition

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AGED 16-24?
Kickstart your
career with us

STAR SURVEY

THE RESULTS ARE IN!

Earlier this year we asked you to complete our bi-annual STAR survey. Your feedback from both the STAR survey, and Inspired by Our Communities survey (see more on page 16), is really important. It helps us to identify what we're doing well, where we can improve, and what our priorities should be, so that we can make meaningful changes that you want to see.

This year, more than ever, your feedback has been crucial. The pandemic obviously had a huge impact on our services and we have been grateful for your patience during this difficult time.

A huge thank you to everyone who took the time to complete our survey; over the coming months we will use what we have learnt to help improve our services based on what our tenants need now.

A full copy of the report will be available on our website, but for now, here are the headline results from this year's survey.



83%

of tenants were happy with our services overall, which was 2% higher than before the pandemic.



72%

were satisfied with the repairs service overall, which we know suffered during the lockdown because of a limited service.



75%

were happy with the quality of the home, which had been impacted during the pandemic.



82%

felt that they got good value for their money, which had gone up significantly since the last survey to our highest score ever.



72%

felt that Southway listened and acted upon their views. This too had increased significantly over the course of the pandemic, as had satisfaction with the neighbourhood.



81%

said that Southway were easy to deal with, and a similar proportion were happy with the information we provide.

The pandemic has been difficult for all of us, so we are especially grateful to our tenants, who saw it through with us.. We are delighted that satisfaction with Southway went up during this period, even though at many points we were unable to deliver the full range of repairs. We are especially pleased that our efforts to stay in touch meant that more tenants felt that we listened to them, but we know there is still a lot to do to recover.

WHAT COULD WE DO BETTER?

We asked you to tell us in your own words what Southway could do better, including which improvement was the single most important. The top answer was:

NEIGHBOURHOODS

Within this, the most common issues that you thought we could improve were anti-social behaviour, fencing and untidy gardens.



WHAT DOES IT TELL US?

1. THE PANDEMIC and our response to it is clearly the main issue that had the biggest impact on the survey this year. Other landlords have seen their satisfaction go down, so Southway's slight increase since the survey in 2019 was a positive result.

However, we know that it took some time to fully open up our repairs service to non-urgent jobs. This is the reason why satisfaction with the service overall fell by 8%, although other landlords have experienced similar results. For the limited number of jobs that were completed, the performance of our workers was unchanged, and we have been working hard since the survey to catch up on repairs.



The other main topics raised were in the following order:

2/ PROPERTY IMPROVEMENTS

3/ NO IMPROVEMENTS NEEDED!

4/ REPAIRS AND MAINTENANCE SERVICE

5/ CUSTOMER SERVICE & COMMUNICATION

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



2. CUSTOMER CARE was also important over lockdown, during which Southway staff called you to check on your wellbeing, as we know over a quarter said that they sometimes felt lonely or isolated. We are pleased to see that you recognised our efforts to stay in touch, which in turn improved our rating for listening to customers. We will continue to use what we have learned to keep improving how we communicate.

The best predictors of overall satisfaction were responses to questions about the repairs service and whether Southway were easy to deal with.

The lockdown also meant that some of Southways services went online, and we are pleased that 70% of tenants were happy with this, compared to only 6% dissatisfied.

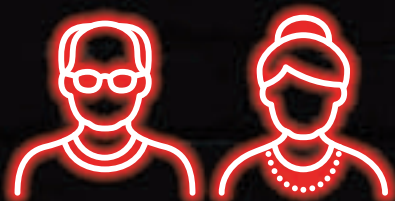


3. NEIGHBOURHOODS were where the greatest number of tenants wanted us to focus our improvements, with a strong focus on anti-social behaviour. We had already improved our approach to anti-social behaviour in response to the last survey, which resulted in a 30% jump in satisfaction with that aspect of our service, but we know it is still an important issue for many tenants that affects their quality of life.



5. 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 normal across most other landlords, but reminds us that we need to make our services suit all different age groups.



4. QUALITY OF THE HOME was unfortunately rated 5% worse than it had been in 2019. This was disappointing, but we know that lockdown and interruptions to the repairs service had played a role in this.

The most common improvements to the home that tenants requested were to fences and gates, damp or mould issues, or kitchen replacements.

On a more positive note, 82% of tenants were satisfied with the safety and security of the building they live in, compared to only 11% dissatisfied.



82%

**ARE HAPPY WITH
SAFETY & SECURITY**

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.

PRIZE DRAW!

All tenants that completed our STAR survey were automatically entered into a prize draw, for a chance to win a number of prizes **including a fantastic £200!**

**CONGRATULATIONS TO THIS YEAR'S
FIRST PRIZE WINNER MS GILL!**

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.



OUR SERVICE UPDATES

REOPENING RECEPTION

We have now reopened our Southern Gate Reception to customers! This is a big step forward as we continue resuming normal services.

For now, the opening hours will be 10am to 3pm Monday to Friday. Visits outside of the opening hours will be by appointment only.

This is on a trial basis and it may be adjusted depending on how many people wish to take up the offer of visiting us face to face again.

Remember that we have free computer access in Reception, and our staff are available to help you with a range of queries and support.

We understand that not everyone will be comfortable coming back into our offices at this stage and that is completely fine. We will still be offering lots of different ways to speak to and meet with our staff, including video meetings and WhatsApp. You can access our services in a way that suits you.



SAFE WORKING STILL IN PLACE

Keeping our staff and residents as safe as possible remains our top priority. That's why we're keeping our safe working procedures in place, in our office and in homes.

When operatives and staff visit you, please continue to follow the guidance that we send you. This involves social distancing at 2 metres from staff.

It's also essential that you let us know if anyone at home is ill, isolating, or awaiting test results.



THANK YOU FOR YOUR CARE AND YOUR PATIENCE.

CELEBRATING OUR HERITAGE & CULTURAL DIVERSITY



October is Black History Month; a time to acknowledge the challenges that Black and Brown people have faced and continue to face. It is also a time to reflect upon the contributions that people of colour have made within our communities, country and the world. And it's a catalyst for remembrance and pro-activeness for allies, supporters and anti-racists to be loud and proud. The idea is that through creativity, we can begin supporting each other through adversity.

The theme for this year's BHM UK campaign is 'Proud To Be'. It asks people to share what they are Proud To Be, for a festival of celebration that will showcase both individual stories, and the vast richness of diversity that we have in the UK.

COMPETITION TIME

We wanted to celebrate the diverse heritages and cultures that we have in our own communities, by holding a competition. We're looking for entries, via photo or video, that show something about your culture and heritage that make you Proud To Be you!

THIS COULD BE FOR EXAMPLE:

- A piece of music
- Artwork
- Poetry
- Dance
- Recipes
- Clothing
- Family Portrait
- Spoken word
- Anything else you can think of!



All submissions will be featured in a video celebrating heritage and culture within our communities - plus you have a chance of winning one of 3 prizes:

1ST PRIZE

£100 gift card of your choice

2ND PRIZE

£75 gift card of your choice

3RD PRIZE

£50 gift card of your choice

Please send submissions directly to any of our social media platforms or by **email to communications@southwayhousing.co.uk by 4th November**. Make sure to include your preferred contact details with your submission. Prize winners will be contacted over the next week.



**NOW
OPEN**

Southway Stories
www.southwayhousing.co.uk

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MINEHEAD COMMUNITY CAFÉ

The new Minehead Community Café, run by Open Kitchen, is now open to the public! You can find it at our new Age Friendly development in Withington, Minehead Court.

Minehead Community Café is open for breakfast, lunch, drinks and snacks, 7 days a week. Open Kitchen, who provide the food, use sustainably sourced ingredients, and foods that may otherwise go to waste, to create amazing seasonal foods. Their profits support people struggling with food insecurity across Greater Manchester.

Earlier this month we had a fun open day with Minehead residents, with a resident DJ even providing the music. It felt brilliant for the café to be buzzing with people eating, chatting, laughing, and later dancing.

We're looking forward to many more events and activities at the café that allow local people to meet and connect!

Minehead Community Café is located next to the 44 bus stop on Brian Harrison Close, Old Moat, M20 1NG.

Follow Southway on social media, visit our website, or contact us if you'd like to hear about future community events.



DEMENTIA CAFÉ

A monthly **DEMENTIA CAFÉ** will be running from the café starting **Wednesday 20th October at 1.30pm!**

Free refreshments and a chance for Carers to chat with one another as well as professionals.

To find out more, contact Together Dementia Support: 0161 226 7186 or visit www.togetherdementiasupport.org.





INTRODUCING YOUR... **energy** buddies

A new, free service...

Do you struggle to pay your gas and electricity bills?

Do you find it hard to keep your house warm?

Energy bills can be difficult to read and switching energy suppliers can seem like a minefield.



That's why we are here to help! We are energy experts who will offer advice on:

- 💡 Getting the best energy deal for your household
- 💡 Identifying the financial support available to you
- 💡 Installing energy-saving tools in the house
- 💡 How to reduce your energy consumption



HOW WE CAN HELP **YOU** SAVE MONEY



1

Get in contact with us on **0161 448 4200** or email us at **energybuddies@southwayhousing.co.uk**

2

An Energy Buddy will **arrange a time** to meet up or have a phone conversation to assess your situation.

3

We will **create an action plan** for your specific needs.

4

You will be allocated **your own Energy Buddy**. They will research the best deals and financial support available. They will also **deliver and install energy-saving measures**.



OUR DIGITAL SUPPORT TO HELP YOU STAY CONNECTED

NEED HELP USING A COMPUTER?

Digital devices can help us to keep in touch with our family and friends, find entertainment, work from home, online shop, pay bills and use the bank, and much more.

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

Want to help those who need assistance, and get some voluntary experience?

If you are competent with computers and would like to volunteer your time to help others then you can become one of our Digital Champions and help out

on computer courses and with 1 to 1 tutoring. Full training will be provided and it is great experience for your CV!

COMPUTER LOANS

Do you need access to a laptop? This could be to help you look for work, training, learning a new skill or accessing online services, or perhaps for your children to use for schoolwork.

Southway loans out free laptops to tenants which you can keep for a 6 month period. Internet access is also provided in the form of a MiFi device if you do not already have access.

You can arrange this by contacting **0161 448 4200** and ask for Joe Sandwick, or email him directly at **J.Sandwick@southwayhousing.co.uk**. Joe can arrange for a laptop to be sent out directly and you can return this to the office within 6 months.

LOOKING BACK ON SUMMER EVENTS

ARROWFIELD SUMMER PICNIC

We hosted our Arrowfield Summer picnic in August, where the Merseybank community came together and enjoyed a free picnic.

Residents enjoyed the green space with food, family fun activities and information. We had a bouncy castle and outdoor sports activities for children to enjoy along with plenty of stalls offering helpful information on Southway, mental health, and alcohol-free recipes!

MERSEYFEST

We also sponsored 'Merseyfest' - a chance for the community to enjoy family fun activities and challenges like the 'smoothie bike'.

Vaccines were given out along with health and fitness information, including physiotherapy.



To stay up to date with future community events, check out our events calendar on our website or follow us on social media.





age friendly
Southway Housing Trust

AN AGE FRIENDLY SUMMER

RESIDENTS TAKE PRIDE IN AGEING

Manchester Pride Weekend saw the debut of two drag queens from 'Drag Yourself Out', a Southway-led project aimed at reducing isolation and giving older gay, bi and trans men a voice and platform.

It was co run by Pride in Ageing and Manchester drag queen Cheddar Gawjus.

Drag Yourself Out originally started as part of the Age Friendly 'Community Navigator Project for Men Over 65', funded by Ambition for Ageing and the Big Lottery Fund.

It was wonderful to see what community led age-friendly can become!

If you'd like to be involved in either Drag Yourself Out or the Community Navigators, get in touch.



THEATRE RETURNS TO GROVE LANE

Last month we held our first event at Grove Lane since the start of the pandemic, featuring Northeast Producers, a touring theatre company who entertain and will adapt themselves to any space and audience.

Grove Lane residents thoroughly enjoyed themselves, despite the rain, and can't wait for the Festive Panto later in the year.

If you would like to be involved in events like these, get in touch with our Age Friendly team.



MANCHESTER MUSEUM

GREY ON GREEN

Older people shaping a sustainable future

Proud to be part of

MANCHESTER
1824
The University of Manchester

In partnership with

Southway
Housing Trust
southwayhousingtrust.co.uk



International Day of Older People 2021

#GreyOnGreen

GET INVOLVED IN GREY ON GREEN

Southway and Manchester Museum have launched a new year-long project, **'Grey on Green'**, that will highlight the contributions older people make to a sustainable world.

The project will be led by older people who will share their wisdom for a sustainable lifestyle and discuss their experience and observations of the climate and ecological emergency.

The aim is also to change the common misconception that this demographic cares less about the environment than younger people.

Older people often embrace more sustainable habits, such as shopping locally, wasting less, and consuming seasonal food. These are some of the ways to ensure our impact on the environment is kept to a minimum.

A number of events and activities will take place during this year-long project and a Grey on Green guidebook filled with advice and tips will be produced.

"If we think about our parents or grandparents, they often shop locally, only buy what they can carry, waste less, and many consume seasonal food. There is so much we can learn from older people about sustainable living. If you, or someone that you know, would like to be involved in this project, please email or call us. We'd love to hear from you."

Cathy Ayrton, Age
Friendly Neighbourhoods
Manager at Southway

We're now calling out for older people (50+) who would like to be involved in Grey on Green. If you, or someone that you know, is interested, please email j.dean@southwayhousing.co.uk or call 0161 448 4227/ Mob 07860 758346

KICKSTART SCHEME

"The Kickstart Scheme has been a brilliant way for me to start a new career.

I came from a very different working background but have been made to feel comfortable by the whole team. Any questions are always answered and any support needed is given. I am thoroughly enjoying the process."

Sean, Commercial and Leasehold Assistant



To apply speak to your Jobcentre Plus Work Coach!

KICKSTARTING A CAREER AT SOUTHWAY

So far this year, we have welcomed ten new young people to 'Team Southway' as part of the government's Kickstart Scheme, which creates quality job opportunities for 16-24 year olds claiming Universal Credit.

These placements are a great opportunity to develop skills and gain insight into working in diverse areas of housing, alongside knowledgeable and friendly teams.

The first round of roles included Commercial and Leasehold Assistant, Finance Assistant, Corporate Services Assistant, Governance Officer, Communications Assistant, and Operational Assistants in different trades.

Now several months into their new roles, it's been fantastic to see our new staff develop and grow at Southway. Check out what Sean thinks about his placement in the Commercial and Leasehold team!

New Kickstart and Apprenticeship roles will be added to our website throughout the year. Please visit www.southwayhousing.co.uk/careers for more information!



SUB-LETTING TENANT HIT WITH £10K FINE

A former Southway tenant has been told to pay thousands of pounds in fines and received a suspended sentence following an investigation by Southway and the City Council.

Mr Collins, who was rehoused in a Southway Chorlton property in 2012, was sentenced to 8-weeks suspended custody for illegally subletting a social property, and fined the £10,000 under the Prevention of Social Housing Fraud Act.

Mr Collins was also charged separately on two accounts of failing to disclose a change of circumstances in relation to claiming Council Tax support, which resulted in a 6-week custody sentence, suspended for 12 months.

At this property Mr Collins was in receipt of Council Tax support but failed to notify the Council when he began living at a separate address in 2015, and he did not inform Southway that he had vacated the premises. He continued to claim Council Tax support at the old address and in 2017 began illegally subletting the property to a third party.

While in receipt of welfare support, Mr Collins was awarded around £470,000 following a medical negligence case, which found in his favour. He failed to inform

the Council that he received this settlement, which would have meant he was ineligible for the support he was receiving due to his level of savings.

The council was awarded costs of £1,840 and Southway was awarded £2,160 in relation to the subletting.

"Social housing is desperately needed in Manchester and beyond, with long waiting lists of individual and families most in need of support.

Those who abuse this system are preventing people in greater need from having a home and will eventually get found out.

This successful prosecution sends a message to individuals who are committing similar offences; that Tenancy Fraud carries unrestricted fines and a significant sentence.

Southway Housing Trust has a zero tolerance approach to such fraud and carry out this policy with the help of Manchester City Council, to allow only genuine individuals and families access to social housing."

Lai Chan, Community Action Manager, Southway Housing

"This man has knowingly profited from keeping this property out of the hands of someone else who needs it"

We were able to achieve this outcome thanks to a community report of tenancy fraud, and partnership working with Manchester City Council Neighbourhoods and Community Services.

"The seriousness of the offence is very much reflected in the level of fine and this man is lucky to have avoided jail time. I hope this acts as a deterrent to others, but also a warning that this behaviour is not acceptable, and we will use the full extent of the law when we find you."

Cllr Rabnawaz Akbar, Manchester City Council's executive member for neighbourhoods

If you need support managing your money and benefits, please remember that we have a supportive Advice team who can help you. Check out the 'Rent and Money' section of our website, or contact us to speak to them.



IVAS - THE BEST DEBT SOLUTION?

We are seeing many tenants applying for an Individual Voluntary Arrangement (IVA). This is a form of insolvency, along with bankruptcy and Debt Relief Orders, but is it really the best solution to deal with your debts?

IVAs are best suited to people who **own their homes**. For many other people, bankruptcy and DRO could be a better option to help you become debt free sooner.

With an IVA you are tied to your debt for around 5 years through a repayment plan. Whereas in bankruptcy and DRO, you could be free from the debts immediately.

It is always best to seek advice with this, because there are eligibility criteria and your income and expenses need to be considered.

If you are in debt and want to discuss your options, Southway provides free and confidential advice. You can phone us on 0161 448 4200 and ask to speak to Dianne Graham, our Debt Advisor. Alternatively, you

can phone a free advice service, like the **National Debtline on 0808 808 4000 or Citizens Advice on 0800 144 8848**.

Please beware of any debt advice agencies found on Google searches (which may be adverts), as these will lead you to fee-charging companies who may not work in your best interests.

COMPARING THE COSTS

An IVA has fees of at least £2500., and in many cases, much higher. These are paid through your monthly payment plan. In contrast, bankruptcy costs £680, whilst a DRO costs £90. A free debt advice service will always discuss your personal situation with you and inform you about the options that suit you best.

NO MORE POST OFFICE CARD ACCOUNTS



POST
OFFICE

In the last newsletter we explained that Post Office Card Accounts would be closed in November 2021, and that benefit claimants will need to set up bank accounts to receive their payments.

If you didn't provide details of your bank, building society or Credit Union account by the end of August, you will have automatically been moved to the Payment Exception Service voucher system.

Claimants will be posted a payment card, emailed a voucher or texted a code which they present with a form of ID at a Paypoint shop or Post Office to receive benefit or pension payments. Acceptable ID includes Driving licence, Passport, Utility bill (less than 3 months old), Council Tax Bill or Tenancy Agreement. All must be original documents.

To provide bank account details or for more information contact DWP Customer Service Centre on 0800 085 7133 between 8.30am and 4pm Monday to Friday.

If you need help and guidance on setting up a bank account, contact us on 0161 448 4200 and ask to speak to the Advice Services Team.

SOUTHWAY'S SUPPORT NOW THE UC UPLIFT HAS ENDED

The furlough scheme has also come to an end and the Universal Credit Minimum Income Floor, for people who are self-employed, has been reinstated. We know these changes will affect many Southway tenants. We want to remind you that our staff are here to help.

WHAT DO I NEED TO DO?

You will need to make sure you've prioritised essential bills, including rent, and set an affordable budget based on your new income. There are tips to help with this on our website, if you go to 'Help with Money'.

The Money Advice Service also has a useful online tool that you may find helpful for managing your money. It's easy to use and has simple instructions on how to get started: www.moneyhelper.org.uk.

SOUTHWAY'S SUPPORT

Our friendly and supportive Advice & Income teams are here to help you with your money.

They offer everything from advice on budgeting, banking and affordable loans, to employment support and training. They can help you access food clubs and food banks, work with you to reduce your debt, and review your benefits to make sure you're getting all the income you're entitled to.

Please tell us straight away if there's going to be a problem paying your rent, as there is a range of help available, and we can take your situation into account

If you're confused or worried by these changes, or would like to talk about financial support, get in touch with us. Call 0161 448 4200 or email the Advice team at advicerservicesreferrals@southwayhousing.co.uk, to arrange a chat with them at a time that suits you.





GROWING BIODIVERSE NEIGHBOURHOODS



Last month we hosted a series of Community Wildlife Events in Burnage, where we're creating a Burnage nature trail.

This made space for bees, butterflies and pollinators, and included meadow planting to attract wildlife and support biodiversity. Local residents helped dig up turf, ready for seeds and bulbs to be planted, and built a bug hotel and hedgehog home.

Thank you to everyone who came out to help. To get involved in future wildlife activities, get in touch!

“Communal fruit bushes are such a lovely thing and such an improvement on endless grass. Local landowner @SouthwayHousing are doing a lot of both wildflower and edible planting and it is fab. So many people picking, chatting. Plus, raspberries for breakfast!”

“These areas look so lovely and are really helping nature & the neighbourhood. Great work by everyone involved!”

“Just wanted to say I've really enjoyed the new planting, bulbs, fruit bushes and the meadow areas on the Merseybank this last few years. The wild flowers have been gorgeous, and I've noticed loads more species of plants and pollinators since you changed the mowing regime.”



We've loved seeing your positive feedback on social media for the work our Environmental Team have been doing in your green spaces!

Our team enjoy investing in your environment, from fruit bushes to pollinating plants, and it is always great to hear that the hard work is paying off.

We actively encourage our residents of all ages to play an active role in deciding what open spaces should be like, how they should be used and how they should be looked after. If you would like to be involved in your green spaces, please contact us.

WHAT'S ON AT



We are so happy to have our vibrant community space, Westcroft Community Centre, open again. As well as their weekly activities, including Jobs Club, the Be Well Service, Eat, Meet and Greet, and Quids in Food Club, they have several new activities to share.

LET'S COOK TOGETHER

Round two of the **Let's Cook Together** project is running. For 10 weeks, members get free weekly produce to cook a wholesome family meal together, plus recipe ideas, and access to a friendly group for support. Open to anyone with a child under 16.

If you would like to join the waiting list for round three, contact us.

WOMEN'S CHILL OUT

Come along and have a chat with other women, make friends, relax, talk about things we have in common or simply enjoy some 'you' time!

Women's health experts will join sometimes as speakers.
Fridays 9.30-11.30am.

WEIGHT MANAGEMENT GROUP

Not a diet group; this is about healthy choices that can help you build a better relationship with food and gain the confidence to feel good about who you are.

Run by two women from the Be Well service. **Tuesdays 1-3pm**

GARDENING & DIY CLUB

Coming soon! Help us develop the outside space at Westcroft by planting, gardening, crafting, building and more. More information coming soon.



Please contact Westcroft on **0161 448 8232** or **westcroftcommunitycentre@gmail.com** to sign up or find out more.



PROUD OF OUR SPIRIT OF MANCHESTER AWARD WINNER

We are very proud that Linda Duffy won the Showing Leadership Award, at the Spirit of Manchester Awards. This recognises all of the amazing work she has done over the last 18 months as a Westcroft Community Centre volunteer and for Burnage Community Blox.

Linda set up and delivered community projects including Let's Cook Together, the Christmas present drive, and the children's activity and treat packs that were delivered at the height of the pandemic.

Well done Linda – we can't wait to see what you do next!





CAREERS SUPPORT FOR OVER 45s

Savvy Guest gives you the opportunity to spend a short time with someone in a job role (either an employee or an entrepreneur).

You will be able to ask the questions that don't usually appear on a job description and it will help you to make choices about your future career opportunities.

Being a Savvy Guest will give you the experience to meet someone in the role that you have always wanted to do and ask those questions:

...how did you get started? What is the career route? What are the tips of the trade and what qualifications and skills do I need?

These conversations will increase your knowledge and understanding of the area of work you are interested in, providing you with realistic career tips, and relevant industry insight.

This could help whether you're interested in self-employment, setting up your own business, or changing career.

WHO'S IT FOR?

This particular project is for people aged 45 and over. But, remember Southway do have Employment Coaches who can support people of all ages.

HOW DO I GET INVOLVED?

If you're 45 and over and interested in joining this project or finding out more, please email: EmploymentSupportReferrals@southwayhousing.co.uk

Or telephone 0161 448 4200 and ask for Devon Poyser.

For employment support for all ages, contact us and ask for the Employment Team.

OVER 50? SHARE YOUR CAREER EXPERIENCE

We are looking into how best to support people aged 50 and over into work.

We want to hear about your experiences and ideas. Please get in touch with us if you're 50 or over and have experience of:

- Looking for work
- Changing Careers
- Being on Furlough
- Being made redundant
- Becoming unemployed
- Starting up your own business
- Being in a job you love

If you have any short, medium or long-term experience of the above we would love to hear from you.

To give your feedback, you can take our short survey at www.southwayhousing.co.uk/surveys. Or contact us by post, email, or phone: EmploymentSupportReferrals@southwayhousing.co.uk or **0161 448 4200**, and ask for **Devon Poyser**. *People participating will be entered into a draw for £25!*





WHAT COMMUNITY HUBS OFFER

Many of us have come out of the pandemic with new priorities and needs. Maybe we're claiming benefits we weren't before, are looking for a new job or training in order to change career, or we need help to improve our physical and mental health.

This is where our local Community Centres and Learning Hubs can help!

WHAT DO THEY OFFER?

Community Hubs offer a chance for you to reconnect with other members of your community, with weekly sessions such as 'Eat, Meet and Greet' at Westcroft or Yoga at BMCA. They also offer help with getting into work, such as CV writing, and job clubs along with support applying for benefits. They have lots of opportunities for training and learning new skills, via free courses to become qualified as a teaching assistant, allergy assistant, or in food hygiene.



WHERE ARE THEY?

BMCA

23 Mersey Bank Avenue, Manchester M21 7NT

LADYBARN COMMUNITY HUB

Royle Street, Fallowfield, Manchester M14 6RN

OLD MOAT LEARNING HUB

'Community Minded' Old Moat Sure Start Centre, Old Moat Lane, Withington M20 1DE

WESTCROFT COMMUNITY CENTRE

24-26 Westcroft Road, Burnage M20 6EF

SUPPORTING SOUTHWAY STREET PARTIES

After a year of being in our homes, we loved supporting Mottram Street Party last month, hosted by Barlow Hall Neighbourhood Group!

The day included live music, bubbles, games, drum skills and more. It was a great opportunity for local people to connect with their neighbours and enjoy the green space, with the roads blocked off to cars.

If your community group would like support to run a street party or event that brings your neighbours together, get in touch with us to speak to the Customer Involvement team about how we can help!

Remember that our Beautiful South Fund offers grants of up to £1000 for projects and ideas that benefit Southway communities

THE BEAUTIFUL SOUTH FUND



HALLOWEEN FAMILY FUN DAY

BURNAGE

Saturday 30th October 2021 - 10am-1pm

Westcroft Community Centre

Perfect for families to
make spooky creations

Limited spaces available – please book.
Contact Linda at the Centre on **0161 448 8232**
or westcroftcommunitycentre@gmail.com

WITCHES
HAT MAKING

POT
PUMPKIN
PAINTING

MASK
MAKING

BAT
MAKING

CRAFT
PAINTING

HALLOWEEN
ACTIVITIES



inspired
by our communities

WHAT'S NEXT?

Thank you to the hundreds of people who responded to our Inspired by Our Communities consultation, letting us know how the pandemic has impacted your lives, and how this might have changed what you need from us as your landlord. It has been encouraging to see just how many people want to have a say - it will allow us to keep the voice of customers at the heart of everything we do.

The consultation themes have been shared with our staff right across the business.

We are now turning all of your responses into a plan that we can use to review and, where needed, reshape our services. We will share more of this plan with you in the next newsletter. In the meantime you can keep updated by following us online.

Karen Mitchell