



Northwards Housing Impact Report

Table of Contents

Introduction 3

DAMRA Over 50's Be Well sessions 4

Victoria Square Cook & Taste sessions6

1:1 School Mentoring Programme..... 8

Hamerton Road Gardening Club 10

Urban Crew 11

Manchester Pride Event 12

Hate Crime Awareness Event 14

Community Engagement Events 16

Retirement Housing Events to tackle Isolation and loneliness 19

Impact Report: February 2017

Compiled & produced by Northwards Housing Resident Involvement Team:

Louise Roberts & Ian Gillett

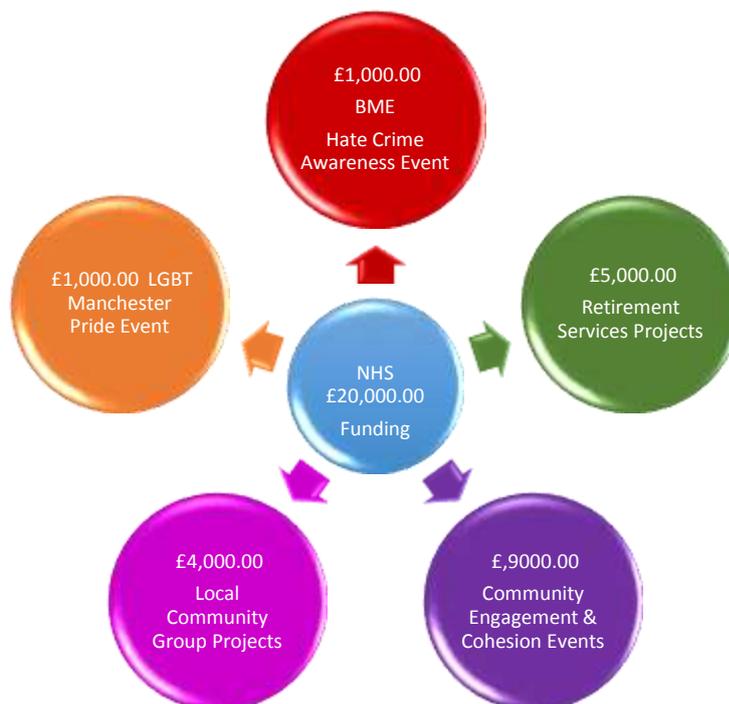
Introduction

NHS Manchester Clinical Commissioning Group provided funding to Northwards Housing to work together to encourage and support residents in north Manchester to lead a healthier life by considering the following aims:-

- To improve the mental health and well-being of people living with mental health problems
- To reduce social isolation amongst communities living in north Manchester
- To engage with communities across north Manchester and listen to their experiences of using health and care services

The funding was available for use in 2016/2017 and to be utilised by community groups and organisations in the following localities:

- Crumpsall and Cheetham Hill
- Higher Blackley, Harpurhey and Charlestown
- Miles Platting, Newton Heath, Moston and City- Centre
- Ancoats, Clayton and Bradford



DAMRA Over 50's Be Well Sessions

Scott Flitcroft
North Manchester Community Games
Activator

When we looked at ways of improving the physical and mental well-being in the over 50's population of north Manchester, it led us to develop a weekly activity session in partnership with Northwards. The session which is part physical activity and part discussions around healthy living has proved to be a great success. We commissioned a qualified instructor to lead the sessions and to support on driving the participation numbers. We average 8-10 participants weekly, with some being in their 80's! I have had nothing but positive feedback from all involved, so much so we have been able to extend the FREE session to nearly 12 months (to date). The session still requires on-going funding to continue.



At the recent Christmas session we treated all participants to a buffet lunch, hot drinks and fun games, this followed a 30 minute exercise class. To see so many people enjoying themselves and socialising with like-minded people due to our collaborative work was touching, so much so it's spurred us on to want to continue and grow this session. One female participant told me of how her flexibility has improved so much since participating in these sessions she doesn't have to visit her GP as much. Another has recently had a knee operation and visits a physio at north Manchester General, her physio is so impressed with the speed and quality of her recovery due to visiting these sessions, and they asked how to sign post more of their patients to these sessions to achieve similar success stories.

Putting all of the above outcomes together it most certainly evidences value for money. I feel it should definitely be explored to provide more sessions of a similar model across the area which NHS health professionals can sign post their patients to. With our help and contacts I believe this is achievable.

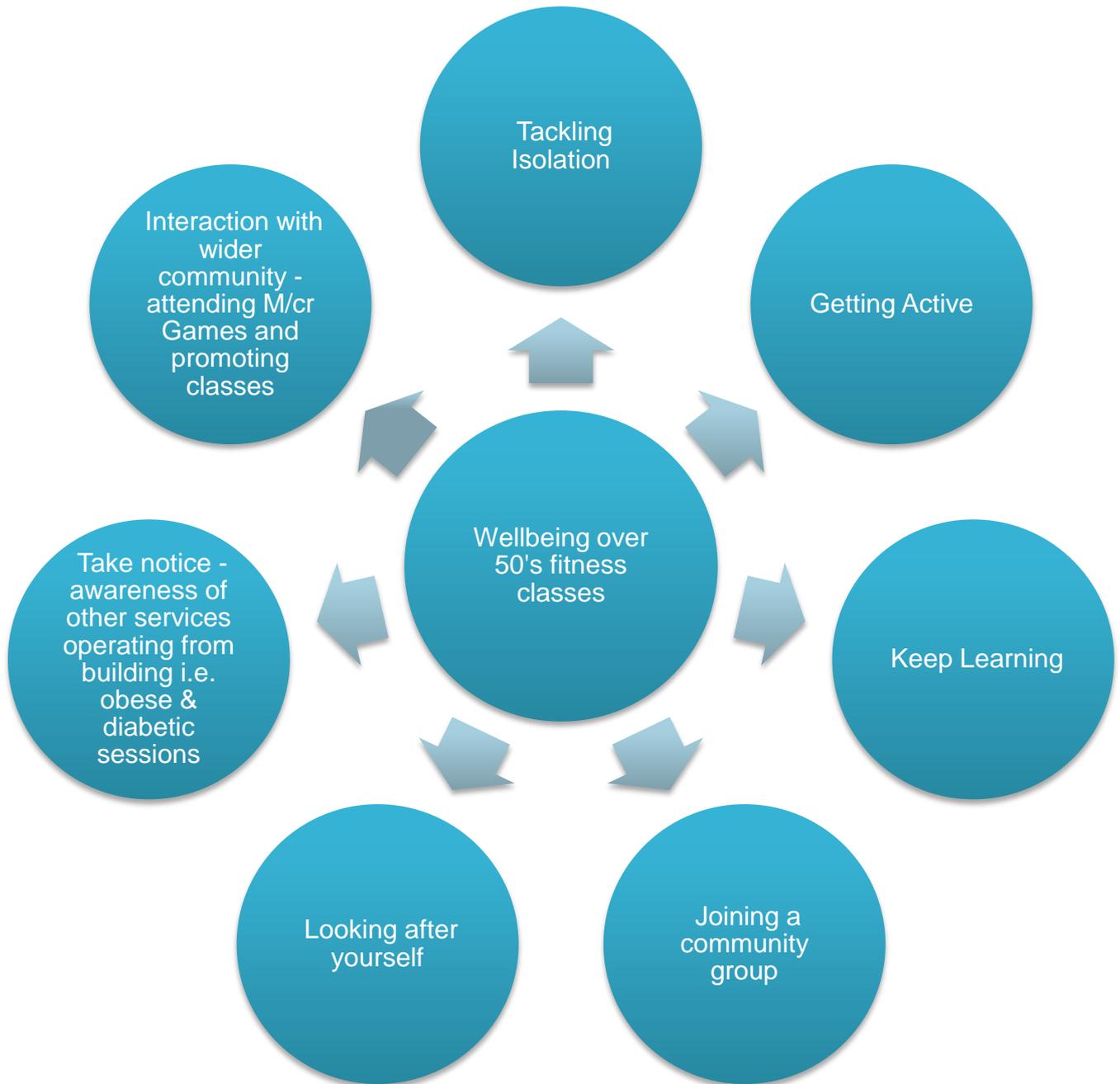
Quote from one of the service users; *"I would like to reiterate the importance of this fitness class, Lorraine Platt the Coach provides a class for older ladies and gents which creates support help and motivation to keep them supple which is paramount in the later years. It is also a source of meeting new people and getting out in the community.*

This group is well attended and much appreciated by all!"

DAMRA (Dam Head Tenants' & Residents' Association) & Crosslee is a local voluntary group of people, living within the area. They come together to take up issues of community concern and to represent the views of tenants and residents.

They are a well-established group which has been running for over 30 years, and annually stage 4 community events engaging the wider community.

The group also have a Facebook page which they regularly post on, advising people of the classes and any other activities that are taking part in and around the area.



Victoria Square Retirement Scheme Cook and Taste Sessions

Donna Ward
Scheme Manager, Northwards Housing

The funding from the NHS has made a huge positive impact on Victoria Square retirement scheme; this has enabled some of our more vulnerable elderly people to get out, meet new friends, reducing isolation and loneliness, learn new skills and how to eat good healthy food on a low budget, therefore maximising their income.



The Funding enabled us to purchase new items such as an actifry, halogen cooker and a microwave which has enabled us to show residents different and safer ways of cooking so as to reduce the risk of accidents in the home i.e. fire/scalding.

The residents like sharing new and old recipes and this encourages people to reminisce and share memories about when they were growing up, we decide between us as a group what we will make for the next sessions and plan ahead. This also helps people's computer skills, we get the residents to look on the internet for recipes and print them off.

One resident commented that he is now able to cook a meal where he wouldn't before as he lived alone and he is now freezing what is left for during the week.

Another resident said he could not peel and cut potatoes due to having arthritis; we showed him how you can now buy frozen mash and cook it in the microwave, this gentleman is now making shepherd's pie and sausage and mash, which he has not been able to do for years. He appreciates the company and having a chat with other people.



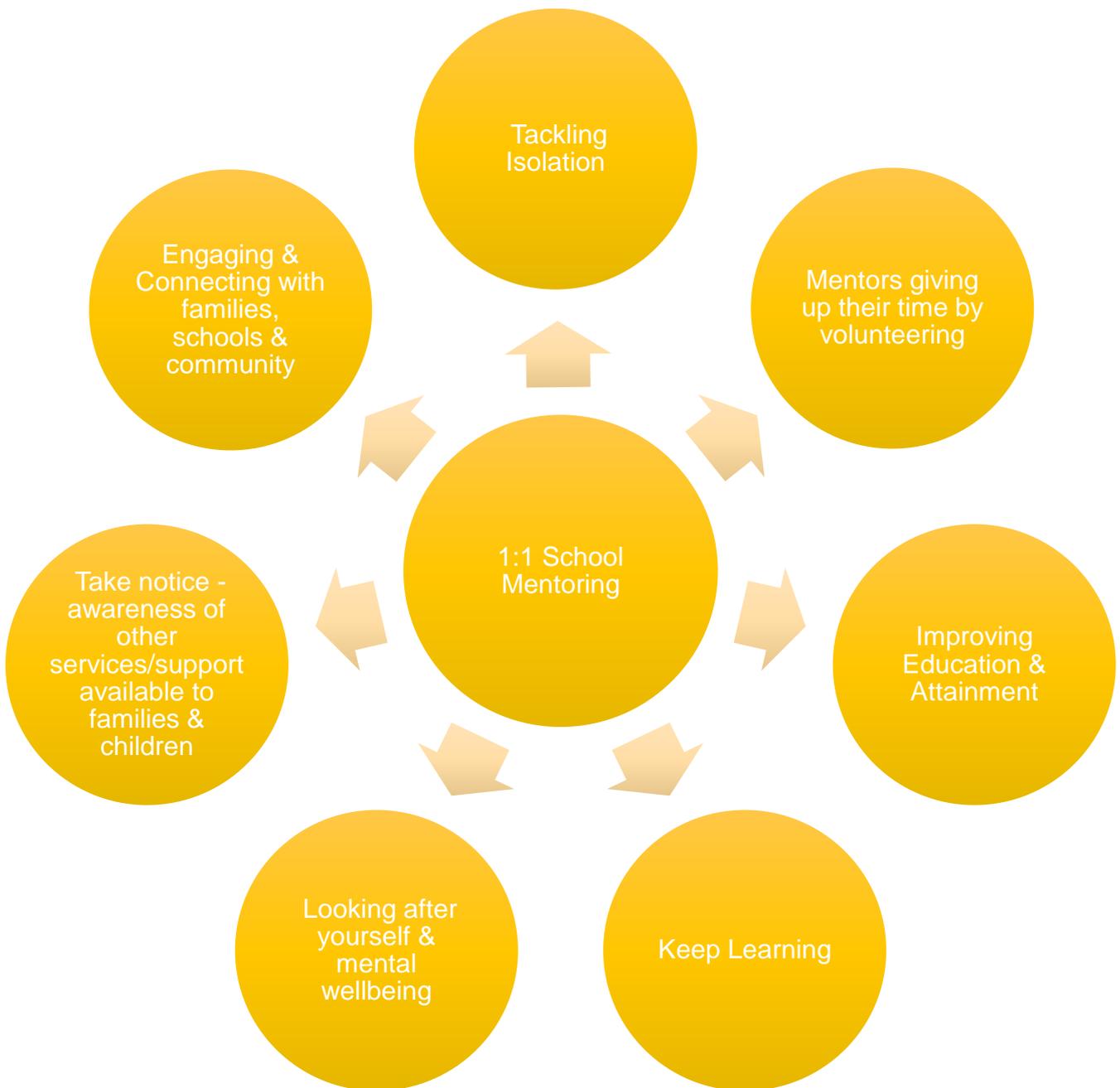
People have said that they feel part of a community since they have joined the sessions and we now have other older people attending from the local area who do not live within the Scheme, but they are isolated within their own communities and heard about our sessions.

They have also set up a Facebook group, called Victoria Square Now and Then where they regularly advertise not only the cooking sessions but various activities going on at the scheme.

Quote from one of the residents that regularly attends the sessions; *"I attend the cooking club as it is a very sociable atmosphere. It provides ideas to those living alone, how to cook simple wholesome food, rather than just heating up and less healthy alternatives. The sessions also advise people of what additional ingredients are readily available to enhance food which they may not have been previously"*.



One parent of a child being mentored said; *“since my child has been receiving the mentoring their behaviour has improved so much. They are more confident and making progress at school. Most of all they are enjoying school”*.



Hamerton Road Gardening Club

The gardening club is a group of local residents with a shared interest in gardening, gardens and plants. Residents come together and trade information, swap stories and give each other a hand. It unites both men and woman of all ages who share the love for all things green.



The Benefits of gardening are seemingly endless, both mentally and physically. Not only does planting bulbs, digging and pruning vastly improve physical health, it can also improve mental health too. It helps people to connect with others, reducing feelings of isolation and gives them an opportunity to get outside which can help those suffering from depression and loneliness.

Gardening brings positive changes to the lives of people, especially those living with disabilities or ill health;

- Stress-relief and improved self-esteem
- Hand strength and dexterity
- Helps with depression & mental health
- Tackles insolation
- Improves physical health



Urban Crew

Vicky Leigh
Lead Professional – Family Zone
Manchester Communication Academy



The Urban Crew is a citizenship programme aimed at Y5/6 children and is delivered jointly by MCA and Northwards Housing. This year we have 13 North Manchester primary schools taking part. The children complete a minimum of 30 hours of activities over the school year which must be evidenced in order to gain an ASDAN accreditation, giving them real academic currency prior to leaving primary school.

The children taking part will act as role models within their schools, looking out for health and safety and the environment as well as supporting their classmates and rewarding good behaviour; all encouraging model citizenship from themselves and others.



We deliver three workshops with the children and they participate in an Enterprise Day where they have the chance to run a business for a day and Extended School Activities afternoon where they try out health and wellbeing activities that they may not get to experience at primary school.

The schools are all linked up with a local retirement scheme, close to them and the children are taken out on a community visit, here they will meet the residents, have the chance to talk to them and find out how things were different for them when they were young. Depending on the time of year they visit, the children have also helped to plant hanging baskets, decorate Christmas trees and litter picked around the grounds. The aim of this activity is to build inter-generational relationships and for the children to take a pride in their local community.



The £500 funding received from the NHS has contributed to the delivery of this programme, helping to build the next generation of good citizens with improved community awareness.

Manchester Pride Parade – Sat 27 August 2016

Tara Kelly
Governance and Equalities Manager

Northwards Housing took part in Manchester Pride Parade 2016 under the banner of HouseProud. HouseProud is a network group of social housing providers working together to share good practice in supporting LGBT employees and customers.



Manchester Pride Parade is one of the largest Pride events in the UK, and the parade is held over the August Bank Holiday weekend. The event provides an opportunity for organisations to be visible in their support of LGBT equality.

Northwards involved its employees and tenants in planning its entry to the event, including members of the LGBT resident's forum and tenants from retirement housing. Northwards was particularly keen to involve its older LGBT tenants given recent research into the isolation and loneliness faced when people move into retirement housing, with many people moving 'back into the closet' due to fear of prejudice and discrimination. Northwards has a very active LGBT community in its retirement housing schemes, and Pride offered a great opportunity to promote our schemes to tenants who may feel unsure about moving into retirement housing.

Around 100 volunteers took part in the HouseProud entry, with around 30 employees and tenants from Northwards taking part.

Outcome and Feedback:

This is the largest engagement Northwards has had from its staff and customers at Pride. There was a mix of LGBT and non-LGBT staff involved, and a diverse range of age groups. Feedback from tenants was particularly positive, with many stating that it was so positive to have the opportunity to meet with other LGBT tenants in their own areas, and from across the city.



A quote from one of the residents that participated in the event;

“At the beginning of last year, I had moved into the area and didn't know many people and felt quite isolated and lonely. However by taking part in Pride I have made some new friends and we regularly meet up as a group including our weekly game of Bingo. I have also joined the LGBT forum at Northwards and plan on staying involved in future events”.

Northwards is now looking to build in these new networks by organising an LGBT tenant's conference in the summer of 2017. The LGBT forum has also set up a new Facebook group to offer support to other LGBT residents in the area.



Hate Crime Awareness Week – February 6th – 12th 2017

Ian Gillett
Resident Involvement Officer

Manchester's Hate Crime Awareness Week runs from the 6th February to 12th February 2017. Hate crime is defined as **any criminal offence that you believe, or anyone else believes, is motivated by the offender's prejudice or hatred of you because of your:**

- race, colour, ethnic origin, nationality or national origins
- religion/belief
- gender or gender identity
- sexual orientation
- disability
- Alternative sub-cultures

In line with the Hate Incident Policy and Procedure, Northwards takes a zero tolerance approach to hate crime. We encourage our tenants to report hate crime to us and work with Greater Manchester Police to eradicate hate incidents within our communities. We also act as a third-party reporting centre so that members of the public who are NOT Northwards' tenants can also report incidents.

Hate Crime Community Awareness Event Saturday 11.2.17

We know that some of our vulnerable tenants have been victims of hate crime at the hands of people in our own community – we need to stop this now. Our zero-tolerance approach can only work if people are confident enough to come forward and tell us what they are facing.

Experience has shown, that holding this annual **'Love Your Neighbour'** event in the locality, helps break down barriers, brings people together and increases the chances of residents feeling less isolated by talking about and reporting such issues.

The event consists of music, performances from the North West Youth Theatre, Community Choir, Steel Drums, arts and crafts, as well as food from around the world. DVD clips depicting examples of various 'Hate Crimes' will be on show in the quiet zone, where officers from Housing & GMP will be on hand to hold frank and open discussions in order to educate young and old alike.

Below is a list of clips being shown throughout the event;

Animation depicting Sophie Lancaster's murder:

http://www.youtube.com/watch?v=qW2ve6_BkRA#t=152



This film is about what people think makes a good life:

<http://www.youtube.com/watch?v=b1v6v4U93aE>

Hate crime awareness case study (Homophobic):

http://www.youtube.com/watch?v=JCeBdJ_DoSY

Hate crime awareness case study (Faith):

http://www.youtube.com/watch?v=G_qNVJpESjA&list=FLqLR2NqK4a7P6dwsn02srng

Hate crime awareness case study (Race):

<http://www.youtube.com/watch?v=n1SXv4C6e-4>

Hate crime awareness case study (Disability):

<http://www.youtube.com/watch?v=e3gjEkxLorE>

Across north Manchester, 30% of the population is disabled, 33.5% is non-white and 2% identify as lesbian, gay, bisexual and transgender.

Six out of every 100 people are victims of crime.

What are our aims & objectives?

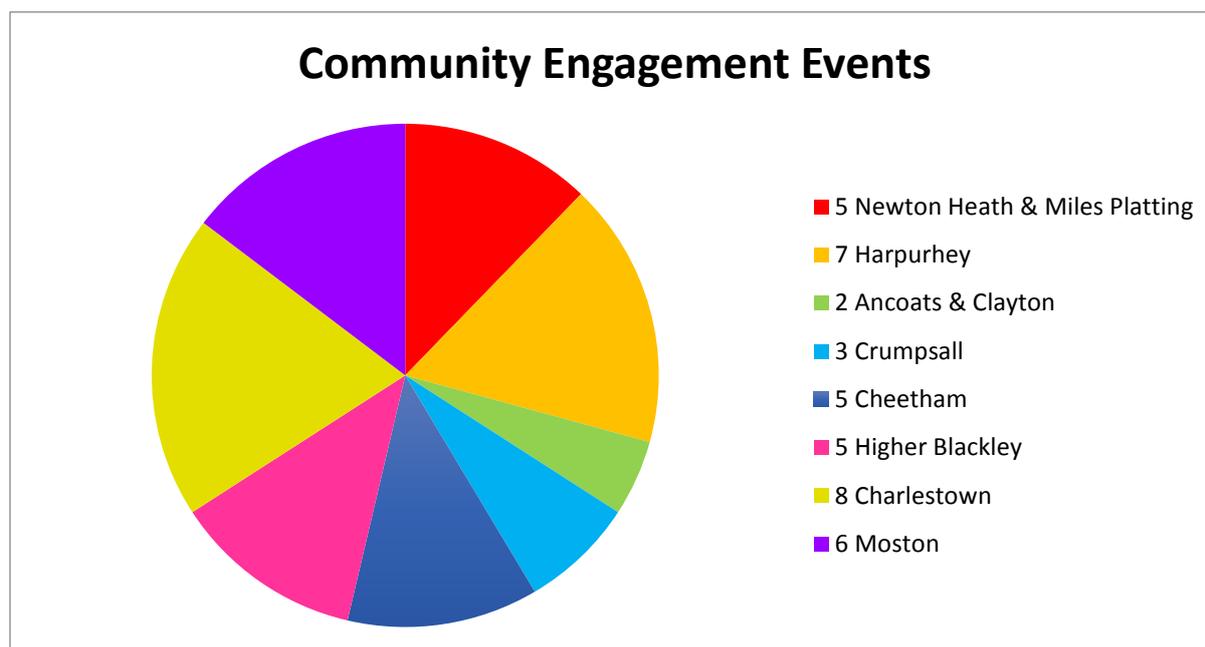
- Encourage more tenants to report hate crime to Northwards / GMP
- Promote multiculturalism
- Reduce the number of hate crime incidents in north Manchester as a whole
- Promote local Tenants & Residents Groups
- Encourage intergenerational working.
- Reduce isolation
- Create & maintain sustainable communities



Community Engagement Events

Louise Roberts & Ian Gillett
Resident Involvement Team

The events budget was split across all of the wards which Northwards Housing cover. Residents and community groups were able to bid for funds to carry out events which bring their community together. 41 successful bids were received from all areas ranging from; neighbour's day BBQ's, clean up's, garden parties, sports day, summer fetes culminating in the personal engagement of over 4,000 residents across north Manchester.



We also invited local partners to these events such as; Police, Fire Service, YES Employment Services, Cat Protection, Dogs Trust, Local Sports clubs such as FC United, Local Community Groups, Youth Provision Providers, North Manchester Activity Forum, Local Elected Members of the Council, Local Theatre & Dance Groups, and of course NHS representatives including the Clinical Commissioning Group.

We always ensured that we involved the community in the planning and organising of these events. Residents who are invested in shaping their community have a high level of satisfaction with where they live. Involvement can empower residents, create a sense of belonging, foster an atmosphere of excitement and improve residents' confidence in local service providers.

Face-to-face involvement is an excellent way to engage with communities and gather valuable information. Service providers will be in a position to better understand the complex issues in the communities they serve, and residents will be in a position to better understand the processes of these services, including the demands on funding and staff.

“The best thing about being involved with the event was the opportunity to help build a community”



Another benefit of Community Engagement Events is stronger relationships within a community. A proportion of the relationship-building occurs in the planning phase. This is where the bonds among public and private organisations, government, and neighbourhood groups are forged and where connections among staff, volunteers and interested residents are made. These relationships last well beyond the event, and people bring their connections and collective knowledge and skills to improve the community.



“Really enjoyed today, was nice to finally get to know my neighbours”

In addition to these benefits, residents attending the events can also build relationships with each other and strengthen the community. There’s power in attending an event and meeting like-minded individuals in person which also encourages more active engagement and tackles loneliness and isolation.

“I really enjoyed taking part in the physical activities today, didn’t realise how much I would enjoy it! Will definitely keep it up now I know what’s going on and where”.



Focuses on social justice: It is through community engagement that community wisdom and science work in tandem to ensure a more balanced set of political, social, economic and cultural priorities, resulting in shared resources and shared power, thus leading to equity and social justice.

Helps shape services: Including a broad array of community residents from the beginning of a planning process will help shape services so they are culturally acceptable and more closely meet specific needs.

Helps build trust: working with community groups and residents demonstrates that their participation is valued and that their views will be considered. This can help to build trust, increase communication and create openness to utilising services.

Helps with outreach: More residents will feel involved with community activities and decisions and will be able to explain or interpret them positively to others. Spreading the word through this informal approach will improve outreach.

Connects people and resources: Community engagement improves connections between individuals, community associations, businesses, local agencies and service providers, which in turn creates a greater community.

Develops new leaders: Inviting residents and community groups to be involved in the planning process of events can help in the identification of champions and development of leaders who understand local issues and needs.



“Nice to see different agencies working together and actually listening to us”

“There is a sense of pride within the community”



Retirement Housing Events

Bernadette Carding Retirement Housing & Caretaking Service Manager

The purpose of the events listed below, is to bring people together to overcome social isolation and loneliness. The events were a great success and very well attended. We promoted the events using our Communications Team. Everyone was included and encouraged to come along and join in.



We discussed ideas with residents and made sure we were arranging an event or activity that would be widely attended. We also brought in residents living in the vicinity of the Retirement Schemes to join in and get together with other residents. This then encouraged communication and conversation between residents that would not normally meet.

The events also gave us the opportunity to promote the different types of activities or breakfast/lunch clubs that we have in place at various schemes on a regular basis. This means people in the community living in isolation know that they would be welcome to come along and join in or participate in anything of interest to them.

CCG funding			
Scheme	Date of event	Event	Cost of event
Aldbourne Court	26.08.16	Family Fun Day BBQ, including other residents living in the wider community.	Food - £186 BBQ - £138.95 Gas cylinder - £55
Victoria Square	Tuesday at 10am 06.09.16 20.09.16 27.09.16 04.10.16 18.10.16 25.10.16 07.02.17 21.02.17 28.02.17 07.03.17 14.03.17 21.03.17	Arm Chair Yoga for residents at Victoria Square and other residents living in the wider community.	£25 per session x 12 = £300 Refreshments, tea and biscuits = £50 Tai-Chi, 4 x 25 = £100
Apprentice Court	15.07.2016	Intergenerational Open Day including partners in the area and residents living in the wider community.	Face painting - £110 Bouncy Castle - £100 Food - £200

Sir Robert Thomas Court	07.09.2016	Garden party bringing residents and family together for afternoon tea and a chat.	Garden furniture for residents to socialise in summer - £195.99 Refreshments - £120
Joseph Dean Court	01.02.2017 01.03.2017 05.04.2017 03.05.2017	4 x sessions of Intergenerational games with the local school and local community.	Refreshments £89.25 x 4 = £357
Whitebeck Court	Wednesday 6 th July 2016 Wednesday 21 st September 2016 Wednesday 26 th October 2016 Wednesday 23 rd November 2016	Interacting musical sessions. Giving residents the experience to play an instrument and get together for some fun.	£50 per session x 4 = £200 £2 x 20 = £40 x 4 = £160
George Halstead	21.09.2016	Intergenerational event including foods of the world and the celebration of different cultures.	Refreshments - £146.15 Steel band - £150
Annie Darby Court	15.12.2016 23.02.2017	Christmas celebration with residents and others living in the locality. Quiz Afternoon and Bingo	£210 – refreshments Hotpot x 12 people = £100 Bingo machine = £150, but for future use across the schemes
Edward Grant Court	26.08.2016	Family event including residents living in the local community.	£350 - refreshments
Duncan Edwards Court	24.10.2016	Family event focused on bringing people together young and old.	£250 Ranger Rob £110 face painting

Whitemoss Gardens	04.08.2016	Garden party, attended by all residents plus older friends that hadn't been in touch for a while. Also a celebration of Rene who was 100 years old.	£350
Liverton Court	6 and 13 February 2017	Mindfulness sessions, plus a trip to Manchester Art Gallery	£75 – session £75 – transport £50 x 2 refreshments
Clifford Lamb Court	21.12.2016	Christmas Lunch, bringing residents together that rarely leave their homes, a great day.	£10 x 10 = £100
Harry Pigott Court	28.10.16	Live entertainer, attended by residents and families and other local older people living in the surrounding community.	£178.50 Plus entertainer = £150
Eric Hobin Meeting Room	March 2017	Sporting memories of Manchester United	Hotpot x 25, plus refreshments, approximately = £200

Quotes from residents about the various events and activities that were implemented;

George Halstead community event



Just a note to say thank you very much, for inviting us to share your day. The feedback from all participants, users, volunteers, peers and professional partners is that it was a very successful and enjoyable day where everyone joined in as one community, approx. Over 60 people attended and to me, that is very good turnout.

Apprentice Court

"It was a fab day we should have more like this".

"I really enjoyed it and met loads of new people and it brought a proper sense of community spirit".



“I learnt about so many services that were out there that could help me with problems or stop me from being lonely”.

Victoria Square

“I wish the sessions were on all year round, a great way to meet up on a weekly basis making and keeping in touch with new friends.”

“I feel great after the sessions much fitter and cheers me up”

“Stops me being lonely & has helped with my depression, the music played helps relax and calm me and stops me being lonely”

“I cannot wait for the new sessions to start up again”

“My Mobility and health has improved since I have been going to yoga”

“I have gained confidence and become less shy and now find it easier to meet and speak to new people making me feel less isolated “

“The sessions have taught me how to do gentle exercise on my own in my flat as well as helped me meet other people within the community room”



Harry Pigott Court

“Great afternoon, brought people together, met other residents they had not seen in ages. There should have more of them”

Sir Robert Thomas Court

“It’s nice to spend time with my neighbours and friends”
”It’s nice to get together and socialise”

Duncan Edwards Court

Residents/children were amazed about reptiles they never thought existed that they met on the fun day.

Residents really enjoyed listening to the school choir, reminded them of when they was young very nostalgic.

Residents that don’t usually engage said they had a great time and will definitely get involved again.



Aldbourn Court

We used the money to buy a BBQ for the residents and local community. Quite a few of the residents had never been to a BBQ before. Everyone that attended said they had a fab day. Since then the residents have had two more BBQ's and also got involved with the cooking.

“We are all really looking forward to the summer so the BBQ can come back out”.

Annie Darby Court

“It was great getting together and having a singsong and a dance”

“The food was lovely and fresh, when can we do it again!!!”



Whitebeck Court



“Can't wait for the next session, it was great having a go with the instruments, plenty of good belly laughs”

“Loved it what a great way to get together and laugh together, tea and cake as well, what a great afternoon”