



Report to:

Northwards Housing Board
18 July 2008

Item No:

9c

Title:	Partnership Working		
Date:	4 July 2008		
Author:	Robin Lawler	Tel No:	0161 227 3019
E mail:	r.lawler@northwardshousing.co.uk		
Confidential:	Yes / No	No	
For: (Please tick action required)	NOTING √	DISCUSSION √	APPROVAL

PURPOSE OF REPORT

The purpose of this report is to advise Board Members of the range of partnerships in which Northwards Housing is engaged nationally, regionally, citywide & in North Manchester.

RECOMMENDATION

The Board is requested to note the range of partnerships with which Northwards is engaged.

IMPLICATIONS

Equality & Diversity:	There are no Equality and Diversity Implications
Financial:	None
Staffing:	None
Decency Target:	None
Governance:	None
Risk Assessment:	None

Equality & Diversity Implications (Please tick where relevant):

BME	<input checked="" type="checkbox"/>	Lesbian/Gay/Bisexual/Transgender	<input type="checkbox"/>
Gender	<input type="checkbox"/>	Single Parents	<input type="checkbox"/>
Age	<input type="checkbox"/>	Domestic Violence	<input type="checkbox"/>
Disability	<input type="checkbox"/>	Alcohol / Drug Mis-users	<input type="checkbox"/>

Consultation/Consideration:

	Yes, No or N/A:	Name:	Date:
Sub-Committee:			
Area Panel:			
Task Groups:			
Ward Councillors:			

1. Background

- 1.1 At the Board, at its meeting on 22nd May, asked to be advised of the range of partnership working in which Northwards is involved. This report from the Chief Executive is in response to this request.
- 1.2 The dictionary definition of "partner" is "ally or companion". Partnership working is therefore perhaps best defined as an arrangement of mutual convenience where two or more organisations align their activities & are prepared to cede some independence, whether that is people's time or money, in order to better achieve a shared goal. Hopefully, this definition will be exemplified by the range of partnerships set out in this report.
- 1.3 The Chief Executive in preparing this report has drawn upon his own involvement in partnership working & has sought information from senior officers across the organisation. The report comments upon various partnerships, but does not include a formal evaluation of individual partnerships. The actual impact of partnerships is best dealt with by way of formal evaluation reports to the relevant Sub-Committees at an appropriate stage in the partnership relationship; either seeking agreement to commit resources or authority to enter into formal partnership arrangements or when considering whether a partnership has delivered its goals & has a reason to continue.
- 1.4 This report tries to pick up the full range of partnerships with which Northwards is engaged, but new arrangements & initiatives are being developed across the organisation all the time. The report may therefore not be a complete list of all partnership working. Appended to this report is a schedule of partnerships by theme or service area. The list will be added to over time & further updates provided to the Board.

2. Partnership Working

- 2.1 Rather than summarise partnership working by theme or topic, the body of this report sets out current arrangements by the level at which they occur. It is hoped that this categorisation assists the Board's understanding of Northwards' involvement & the partners with whom we are engaged.

3. National Partnerships

- 3.1 Northwards is an active & committed member of the National Federation of ALMOs promoting the contribution of ALMOs & contributing local best practice as part of the lobbying for a sustainable future for ALMOs. ALMOs in the North West are represented on NFA Board by Stockport Homes & Six Towns Housing as part of a representative regional structure.

3.2 Because the CLG/Treasury Review of the Housing Revenue Account (HRA) Subsidy System is so important to Northwards, the Director of Business Services, Steve Wood, is a member of one of 4 "expert" panels created by CLG. In addition, the Chief Executive as a member of the Council of the Chartered Institute of Housing (CIH) is chairing the CIH Project Group looking at a replacement for the current HRA system which can sustain ALMOs financially into the future & which puts ALMO finances onto a 30 year basis. Currently, annual subsidy determinations to ALMOs' parent local authorities prevent proper long-term business planning. The HRA system nationally is in surplus & the majority of local authority HRAs contribute to the national cost of running council housing. In a few years Manchester's HRA will be in "negative subsidy". That is, paying much needed rental income to the Treasury.

4. Partnerships in the North West

- 4.1 The Chief Executives of ALMOs across the 3 northern regions meet on a quarterly basis to work together on issues of mutual concern & to share best practice. Northwards is a key player in this group. In addition, the Chair & Chief Executive are members of the North West ALMO Group which looks to work upon a shared agenda & to promote ALMOs' interests across the North West. ALMOs are particularly strong in Greater Manchester, there being ALMOs in 8 out of 10 local authorities. Salix Homes in Salford & ourselves are partial ALMOs. Bolton, Bury, Oldham, Rochdale, Stockport & Wigan have whole authority ALMOs.
- 4.2 ALMOs in the North are working together on a number of shared issues including worklessness, technical/property issues, new-build & shared services for back office functions. EMT members represent Northwards' interest on these groups.
- 4.3 Northwards is learning from the experience of earlier round ALMOs, particularly those that have completed their Decent Homes programmes. Chief Executives are investigating future models for ALMOs which can secure a sustainable future & which can build upon ALMOs' excellence in service delivery. Trowers & Hamlins is supporting ALMOs in this work which aims to deliver Decent Neighbourhoods. The options for Northwards beyond its current Management Agreement, which expires in December 2010, is a discussion topic for the Board Away Day on 19th July.
- 4.4 On a personal level, Larry Patrick is a recently appointed Board Member of Six Towns Housing (Bury ALMO) & Steve Wood is co-opted onto the Resources Committee at Salix Homes. Another senior manager is shortly to be interviewed for a vacancy on Stockport Homes' Board. This is good personal development for officers & which offers our expertise to other ALMOs.

5. Citywide Partnerships

- 5.1 Northwards has primarily developed its citywide partnerships through the Strategic Housing Partnership (SHP) which was established in June 2007 to engage all housing partners in the development & delivery of the city's Housing Strategy. The Chief Executive is a member of the SHP Executive.
- 5.2 There are 4 workstreams beneath the SHP: Affordable Housing, Respect & Community Cohesion, Neighbourhood Management & Worklessness. Julie Wilson represents Northwards on Respect Workstream & Mike Stevens on Neighbourhood Management. The Chief Executive chairs the Worklessness Workstream.

5.3 There has been some positive joint working with Transfer Associations in the city, particularly around On Call Review, Domestic Abuse procedures , IMPACT Manchester, Allocations, Lettings & Choice Based Lettings Review. Northwards has been a key player in joint review & policy development. In addition, John Burton chairs the Civica Governance Group which co-ordinates the interests of users of the Council's Housing ICT system.

6. North Manchester Partnerships

6.1 Northwards contributes to a whole range of partnerships specific to North Manchester which are increasingly being co-ordinated under through the North Manchester Public Services Board which involves senior representatives of the Council & its partner agencies in the district. The Chief Executive is a member of the Public Services Board, whose main role is to oversee the delivery of the Strategic Regeneration framework for North Manchester.

6.2 The attached schedules list the full range of partnership working with which Northwards is involved, primarily focussed on North Manchester. These schedules are structured under the headings of Decent Homes & Maintenance, Diversity, Retirement Housing, Allocations & Lettings and Neighbourhood Services Ward Co-ordination.

6.3 Northwards' area of operation extends into East Manchester in Newton Heath. As such, Northwards is increasingly working with New East Manchester the regeneration vehicle delivering the regeneration of that district. Particular areas of joint working are around training & local employment & the regeneration of Newton Heath District Centre.

7. Conclusion

7.1 As Board Members can see from this report, Northwards is involved in an impressive & commendable range of partnerships. Northwards has a greater positive impact by working with trusted partners in ways that align our objectives & resources. It is important, however, to continually review & refresh partnerships to assess their impact upon the people & communities we serve in North Manchester.

8. Recommendations

8.1 The Board is requested to note the range of partnerships with which Northwards is engaged.

Allocations and Lettings

Organisation	Activity	Outcome	Contact
CBL Review	<p>This partnership is between Northwards, MCC and a number of other RSL partners. The implementation of a new and updated CBL system that contains relevant information for all a person's Housing Options within the City, linked to employment and training information and advice, will act as a "hub" to ensure easy and accessible access to services in regard to both Housing and employment.</p> <p>This project is due to start in July 2008 and Northwards have been heavily involved in the 12 months leading up to this point. Northwards has been involved in carrying out an initial consultation and scoping exercise with MCC to look at partner views along with IT products and costs.</p>	<p>The partnership with the City and RSLs will develop a model over the next 12 months for a summer 2009 citywide launch. Northwards will be represented on both the practitioner group and project board to help to shape the project further.</p> <p>To have a fit for purpose choice based lettings model that ensures access to a housing options services for all customers.</p>	Sally Hobbs – Head of Allocations, MCC.
Housing Options Work/Homelessness Prevention.	Links with the rent deposit scheme at MCC	The re-housing team can offer advice to those applicants who we cannot re-house quickly about the private rented sector.	
	<p>Links with the City Centre Project (working with young people between the age of 16-24) on a number of projects including:</p> <ul style="list-style-type: none"> • Looking at age restricted Local Lettings Policies and how we 	Ensuring access to housing and advice where possible with up to date advice and assistance to officers at CCP who can then give accurate advice to young people who approach their service.	Alex Sporidou – Service Development Manager City centre Project

	<p>can aid access to homes for young people in a structured way.</p> <ul style="list-style-type: none"> • Working with them on the Good Tenants Scheme to help more young people understand the responsibilities of taking on a tenancy and gaining a community connection ward to help with their re-housing. • Consulting with support workers on the future of CBL in the City. 	<p>Ensuring appropriate referrals to services for young people.</p> <p>Ensuring that future models of service incorporate the views of young people.</p>	
	<p>Links with the Homelessness Team at MCC – including looking at City strategies for homelessness prevention with them and attending meetings with a range of partners to look at good practise and future work.</p> <p>Running sessions for over 50 partners across the City to help them understand the current demand in the North of Manchester, waiting times, how our rehousing team works, other housing options including mutual exchanges and the importance of community connection awards where applicable for applicants. This is really about starting to engage on a meaningful level with partners about the importance of them understanding supply and demand info, length of</p>	<p>To ensure that accurate advice and information is available to officers outside the ALMO so there is a consistency of approach across all partners to rehousing information.</p>	

	<p>waiting lists and how the policy works. They can then pass on accurate and consistent advice to people they advise across the City.</p>		
	<p>Links with Supporting People – who currently fund 2 resettlement workers who ensure that more vulnerable new applicants settle into their tenancies and are given every chance to make this sustainable. SP also fund a Housing Support Scheme that officers can refer tenants to at any point in the tenancy to ensure that support is given and homelessness is prevented wherever possible.</p>	<p>To ensure that new tenants can sustain their tenancies.</p>	<p>Marie Earle – Head of Supporting People</p>
	<p>We have linked up with a new national mutual exchange service = Homeswapper – we pay an annual fee and this gives our tenants free access to a service that can help them move both inside and outside of the City. More and more landlords are now joining this service giving a growing coverage and helping tenants be proactive about moving. For many current tenants an exchange will be the quickest way to get rehoused and our encouragement of this is valuable.</p>	<p>To ensure that tenants have access to housing options both inside and outside Manchester.</p>	<p>Rebecca Foy – Homeswapper.</p>

Decent Homes and Maintenance

Organisation	Activity	Outcome	Contact
Capital Programme	IMPACT Manchester capital works framework; NHL are using 4 of the 6 framework contractors to deliver our decent homes programme.	Benefits include collaborative working, VfM, joint procurement, efficiency savings, cost savings, dispute avoidance, shared resources, sharing best practice, common focus on outputs, community benefits, high level of customer focus, resident involvement and good performance management.	Paul Maidment/David Heys/Steve Kirkham
Capital Programme	Partnership with Manchester Working Ltd who carry out all responsive maintenance	Improved Partnership Working	Andy Wood
Capital Programme	Partnership with Manchester Working Ltd & MCC City Solicitors	Reduce cost of legal action	Larry Patrick
Environment	PV Multistorey project - partnership with MCC Green City team and Solar Century; with match funding from Department for Business Enterprise & Regulatory Reform (BERR)	<ul style="list-style-type: none"> • Revenue savings • Reduced Co2 from blocks • Awareness Raising/education 	Greig Lees
Environment	PV Maisonette project - partnership with MCC Green City team and British Gas/Solar Technologies; with match funding from Department for Business Enterprise & Regulatory Reform (BERR)	<ul style="list-style-type: none"> • Revenue savings • Reduced Co2 from blocks • Awareness Raising/education 	Paul Maidment
Environment	British Gas financial contribution for	to help improve energy efficiency of	Paul Maidment

	the installation of cavity wall and loft insulation programmes; also, 'Here to Help' Scheme	homes resulting in financial savings helping reduce fuel poverty	
Environment	Northwards have worked with partners in North Manchester Regen and Private Sector Housing	to combine resources to maximise the impact	Paul Maidment/Steve Kirkham/David Heys
Environment	Groundwork Trust provide resident consultation, design and procurement services for a range of environmental improvement works agreed by the three Area Panels; schemes include play provision, improved car parking provision, designing out crime and greening estates	Improved consultation with residents; improved outcome on estates	Paul Maidment/Steve Kirkham/David Heys
Environment	Northwards Housing have made pledge to the 'Existing Homes Alliance' a coalition of organisations calling for urgent action to transform the UK's existing housing stock and make it fit for the 21st Century	Continued commitment to improving thermal comfort and energy efficiencies of homes managed	
Environment	Northwards are working with WREKIN and their partners DEKURA to recycle windows that are currently being replaced at Liverton Court in Higher Blackley; 95% of the original PVCu frame is recycled (including rubber components and hardware) which is then processed and makes upto 30% of the new window frame	Recycling waste materials to reduce amount that goes to landfill	Steve Kirkham
Environment	In partnership with Ancoats Urban	Maximises impact of projects	Paul Maidment

	Village Trust funding has been secured to deliver public realm improvement works to area around Victoria Square		
Environment	Northwards have also worked in partnership with English Heritage to develop the improvements programme for Grade II listed Victoria Square	Maximises impact of projects plus ensuring block is sensitively restored	Paul Maidment
Adaptations	With MEAP (Manchester Equipment & Adaptations Partnership), we are working together to carry out adaptation works at the same time as our home improvement works	Minimising disruption for tenants and securing best value for money.	Paul Maidment
Worklessness	Supporting Manchester Working Ltd apprentice recruitment - advertisements in Northwards Natter, Local Services Offices and Northwards Officers/Managers helping to facilitate assessment days	Promote opportunities for local people to secure employment	Greig Lees
Worklessness	Support other IMPACT Manchester contractors (Seddon, Wates Living Space, The Lord Group, Connaught, Bramall) and their supply chain to develop local labour initiatives	Promote opportunities for local people to secure employment	Greig Lees
Worklessness	Recent partnership project with Job Centre Plus (JCP) which involved JCP advisor based at White Moss Road and Monsall Street Local Services Offices to target tenants accessing housing services; limited success as mainly signposting service - evaluation/impact assessment currently being	Provide opportunities for those who have difficulties accessing JCP offices to access services available	Greig Lees

	undertaken		
Worklessness	Ongoing partnership project with 'Stepping Stones into Work' which involves advisor based in all three Local Services Offices to target tenants accessing housing services. More than just signposting service; learning from JCP Project being implemented to increase numbers of people seen by advisor; also currently looking at outreach in other community venues such as White Moss Youth Club, Higher Blackley SureStart and SHOUT TMO offices to maximise impact of project in key target areas		
Worklessness	Looking to develop partnerships with range of other providers across North Manchester (including Work Solutions, A4E, Blue Orchid) to promote their services and help engage residents to support them into training/employment; want to develop a 'menu of opportunities' which people at different levels (i.e. from those furthest away from job market to those who are job ready) can sign up to - aim is to deliver from local community venues		
Worklessness	Partnership project with New East Manchester to extend the services that they deliver into estates managed by Northwards; such as Job Brokerage, Business Start Up et Developing Schools/College Strategy		

	setting out how NH works with local schools; including details of work placements that could be offered along with promoting apprenticeships, training experience etc		
Worklessness	Supported Manchester Adult Education Services (MAES) to target NH estates for services that they deliver, particularly in Cheetham, Crumpsall & Higher Blackley	To encourage uptake of courses	Greig Lees
Worklessness	Supporting Social Enterprise initiatives (e.g. Grounds Maintenance pilot in Charlestown)	To support/provide sustainable local business opportunities	Greig Lees/Julie Wilson
Worklessness	As part of the Financial Inclusion Strategy, Northwards are working in partnership with Manchester Credit Union	To help tackle debt which is often a barrier to employment	Alison Foster
Worklessness	Northwards actively promotes itself as a supporter of helping under-represented groups into employment; we have secured JCP Disability Symbol accreditation, we are a Stonewall Diversity Champion and we regularly advertise in Ethnic Britain	To support under-represented groups with employment	Tara Kelly
Regeneration	Work closely with North Manchester Regen and New East Manchester who lead on respective district 'Strategic Regeneration Frameworks'; all works undertaken by Northwards must be in line with these frameworks along with MCC Community Strategy	To ensure activities of Northwards fits with strategic objectives of MCC	Greig Lees/Robin Lawler
Regeneration	Sustainability Indicators methodology	To allow more strategic intervention	Greig Lees

	being implemented so that we can understand estates/neighbourhoods better	and targeted investment in the future	
Regeneration	Working closely with North Manchester Regen and Private Sector Housing to develop proposals for the Housing Market Renewal CPO sites in Harpurhey & Moston Wards	To maximise impact of schemes	Greig Lees
Regeneration	Carrying out Estate Audits with input from Private Sector Housing and Street Environment Managers	To identify key sites that could be developed to help create sustainable, mixed communities	Greig Lees
Regeneration	Actively identifying less sustainable stock and developing options in order to help transform estates	To contribute to creation of mixed communities	Greig Lees
Regeneration	Northwards play an active role in the North District Public Services Board and will be leading on the North District Housing Partnership	Play active role in developing and leading strategy for district	Robin Lawler
Regeneration	Northwards actively participate in Ward Coordination and attend Police Local Tasking Meetings and Local Area Partnerships to help address key issues in all areas Through the Forum Leaders Group, ideas and details of planned activities are circulated and discussed to help maximise impact of community benefit activity	Play active role in developing and leading strategy for district	Greig Lees/Julie Wilson and Local Services
Regeneration	An Equity Loan scheme has been developed in partnership with Private Sector Housing for the owner occupiers on the Moston Corrolites, Moston Pub and Jolly Miller estates	To allow owner occupiers to but into improvement scheme to maximise impact	Claire Hopkins
Regeneration	Looking to develop partnership with	To help support them target key	Greig Lees

	Manchester PCT & NHS	groups on estates managed	
Regeneration	Working with North Manchester Regen to help promote cultural activities as there is a lack of uptake from residents of North Manchester	To promote community cohesion on estates	Greig Lees
Regeneration	Through the planned improvements, improved services and the effective partnerships developed Northwards are helping to challenging images/perceptions of North Manchester as an area to live and invest; as demonstrated by current rehousing demand	To attract and retain residents	All
Regeneration	Working in partnership with Salford University, the Academy for Sustainable Communities (ASC) 'Creating Sustainable Communities' course has been run for officers across the organisation to help their understanding of the 'sustainable communities' agenda to help them recognise the impact that the work that we do as an organisation is helping the sustainable regeneration of North Manchester. There may be an option to run a further course for other officers and involved tenants	To promote understanding of Sustainable Communities Agenda and contribution Northwards can make towards the aim	Greig Lees

Diversity

Organisation	Role	Impact	Contact Details
Manchester Deaf Centre	Provide BSL interpreting service for meetings and events. Offer training courses to employees.	Enables our hearing impaired residents to access our services and play an active role in consultation.	0161 273 6699 Jude Nortier Bookings @manchesterdeafcentre
Talbot House	Charity supporting parents of adults and children with learning disabilities.	Consult on needs of residents with learning disabilities.	0161 203 4095 Bernie Wood
Black Health Agency	Challenge health inequalities and support BME communities to take action to improve their health and wellbeing	Work together to promote good health for BME communities. Participate in joint events and awareness raising exercises.	0845 450 4247 Phil Martin
Zest	A healthy living project covering north Manchester. Work with local residents and health forum to identify how this can be achieved.	Work together at events to promote healthy living. They attended the International Food and Dance Festival.	0161 277 8813 Naomi Davies
Disabled Living	Offer a comprehensive range of services to improve the quality of life of disabled people, their families and carers. Provides advice and information about equipment and products to help people make a more informed choice that enables easier, safer and more independent living	Have carried out Awareness Training on communicating with disabled people. They have also carried out Mystery Shopping exercises.	08707 601 580 Chris Cammiss information@disabledliving.co.uk
Lesbian and Gay Foundation	Based in Manchester and are the UK's leading lesbian, gay and bisexual community health charity. Provide activities, support LGB people in North West.	Provided guidance and practical support to help ensure Northwards are providing appropriate support for LGB employees and residents.	0161 235 8035 Andrew Gulliver andrew@lgf.org.uk
FN4M – Faith Network for Manchester	Aim to bring together people of different faith groups across the city to speak to issues of regeneration, and to	Consult on local concerns for faith communities and community empowerment.	0161 959 5562 Warren Elf

	act as a means of communication between faith groups.	Have spoken at BME Forum.	
Church Action on Poverty	A national ecumenical Christian social justice charity, committed to tackling poverty in the UK. It works in partnership with churches and with people in poverty to find solutions to poverty, locally, nationally and globally.	Consult on local concerns and awareness raising events.	0161 236 9321 Lorraine Shaw Robina Shah
Jamia Khizra Mosque, Cheetham Hill Road	Islamic Mosque	Consult with members and provide cultural awareness training for employees.	0161 205 6662 Ray Mohammed
Gurdwara, Heywood Street, Cheetwood	Dashmesh Sikh Temple	Consult with members and have provide cultural awareness training for employees. Provided catering and supported International Food and Dance Festival.	0161 333 6247 Balbir Singh
Jewish Museum	Museum on Cheetham Hill Road displaying a history of the Jewish community settling into Manchester.	Provide cultural awareness training for employees.	0161 834 9879
Stonewall	Leading UK gay, lesbian and bisexual lobbying organisation.	Registered as Diversity Champions which qualifies NH for specialist guidance on supporting gay, lesbian and bisexual employees.	020 7593 1867 Michelle Fullerton
City Centre Project	Provides a range of services for young people aged 16-25 who are primarily disadvantaged by homelessness.	Specialist advice on young peoples issues. Have attended E&D Working Group and work closely with Re-Housing team.	0161 228 7654 Denise Rhoden
M-Four	Provides specialist translations and interpretations service.	Provides language translations for our residents who wish to access services and become involved.	0161 234 3193
Big Word	Provides written and telephone language translations service.	Enables front line officers to communicate with non-English	0870 748 8044

		speaking residents.	Anita Richards http://www.thebigword.com/FreeTranslationQuote.aspx
Peacemaker	The organisation was founded to help overcome fear and prejudice, and the division between communities and the lack of services encouraging cross-community engagement.	Provided 'breaking the barriers' training to Area Panels and Board.	0161 628 8786 Raja Miah raja@peace-maker.co.uk
MARIM – Multi-Agency for Refugee Integration in Manchester	Co-ordinate and develop services for refugees and asylum seekers across Manchester. Holds quarterly networking forums.	Information gathered through MARIM forums and shared with NH BME Forum. Have consulted on setting up a Refugee Forum.	0161 234 4061 Emnet Araya e.araya@manchester.gov.uk
Eastlands	RSL in East Manchester	Working in partnership to create shared employee support groups.	0161 274 2162 Lee Bloomfield
E&D Practitioners Network	Housing Network for Equality and Diversity Officers in the North West.	Best practice sharing forum.	Various – contact E&D Officer at Northwards
On Call	Contact centre	Key partners in service delivery.	0161 953 2662 Helen Hancock
CN4M – Community Network for Manchester	Part of the Manchester Partnership that works on behalf of voluntary and community groups.	Providing guidance and sign-posting service.	0161 234 2916 Dan Silver
Abraham Moss Theatre	Local performing arts and theatre company.	Work together on local events, for example International Food and Dance Event.	0161 908 8326 Prabhjeet Singh

Neighbourhood Services Ward Co-ordination

Organisation	Activity	Outcome	Contact
Designing out crime	Environmental Improvements through the Area Panel's	Priority areas & treatments identified through Ward Co-ordination Action Plans, residents, officers, partner agencies & local stakeholders.	Contact Wilton, Fourways and Riverways Panels Chairs
	Irk Valley Project, enhanced entrances to Valley, clean up days with residents	Officer participation in clean-up events organised by residents and MCC – Beat sweeps & 100 day challenge.	Contact Hilary Wood @ notes
Parking Provisions	Environmental Improvements through the Area Panel's.	Less congestion on estates, residents feel confident that their cars are safe and secure	Contact Heads of Neighbourhood Services
Play Provision	Older Person's Play Area, Under 5's play areas; Moston Pub estate, Rosie Gardens, Alcester, Nutbank and Rosewood. All funded and maintained by NH	Northwards contributing to wider community benefits	Contact Barry Noble @notes
Greening Estates	Contribution to In Bloom – Working to improve neighbourhoods, Cheetham, Blackley, Moston, Miles Platting & Newton Heath Wards. Fund initiatives and maintain for future years.	Estates and surrounding areas are improved and residents take a pride in their neighbourhoods	Contact Mel Kirkby@notes and Kylie Ward@notes
Greening Estates	Gardening Competition, in partnership with Manchester City Council, major initiative this year to encourage new participants, full publicity in summer Northwards Natter	Residents encouraged to take care of their gardens, leading to improved estates.	Contact Joanne Rhodes@notes
Greening Estates	Working in partnership with Groundwork Manchester to provide sustainable greener areas,	Improvements to the look of estates and Northwards areas contributing to the “greening” of north Manchester	Contact Jason Brindle, jbrindle@groundwork.org.uk
Greening Estates	Working in partnership with Manchester City Council Street Scene Services to ensure	Close partnership working ensures that estates are maintained to a high standard	Contact Arthur Kay @ notes

	estates are regularly maintained		
Greening Estates	Two gardening pilots, one with a social enterprise company, Grass Routes, to obtain greater value for money in the provision of concessionary gardening, to enable us to provide help to more residents	Providing gardening services more cost effectively will create savings that can be used to fund more environmental improvements.	Contact Paul Jenkins paul.jenkins@pushinganelephant.co.uk
Health	Ward co-ordination – health weeks Harpurhey	Promotion of activity and resource contribution	Contact Emma Foster
Health	NHS, PCT & Leisure activities advertised in Local Offices	Promotion of activity	Contact Martin Roberts @ notes, Penny Sankey penny.sankey@nhs.co.uk
Health	Host Baby Clinic – White Moss Road	Support NHS in the delivery of services to local residents.	Contact Penny Sankey – penny.sankey@nhs.co.uk
Active Citizens	Partnership working with other housing providers	Improved partnership working. Working together on joint initiatives, leading to a close working relationship to help deal with any cross-cutting issues that arise.	Contacts Guinness Northern Counties, Nikki Stockton, nstockton@ncha.co.uk , Arawak Walton, Chris Page, cpage@arawakwalton.com and Ashiana, naseem Ahmad, naseem. ahmad@greatplaces.org to provide activities
Active Citizens	Partnership working with community groups, including, amongst others, Newton Heath Youth Task Group	Active involvement in the community, with Northwards as a key partner in community initiatives	Dave Thorley, @ notes Monsall Community youth Forum, Rose McCarton, Asian Active Women's Group, Shahida Shah,
Active Citizens	Usage of Housing Office's for Youth Clubs & Activity (WMR, Wednesday Club)	Northwards premises available for use and a valuable community resource	Contact Jenny Wynn. J.wynn@manchester.gov.uk
Active Citizens	Funding of music workshops in Cheetham Hill and Harpurhey, through Greater Manchester Music Action Zone teaching young people new skills and educating them on the areas they live in and the contribution they can make to those areas.	Involving young people in non traditional ways whilst obtaining their views on their neighbourhoods.	Contact Paula Testa paula@gmmaz.org.uk

Active Citizens	Close links with Youth Forums, talking to young people and asking their views on their neighbourhoods. Three young people due to attend the Fourways Panel in July.	Involving young people and encouraging them to get involved in the operation of Northwards	Contact John Biggs johnwhitemoss@myway.com
Active Citizens	Supporting 'Friends of Dam Head Park, Carol Concert at Boggart Hole Clough	Support Ward Co-ordination Action plan and local residents & stakeholders in improving the public realm, supporting health activity and improved community cohesion	Contact: Kylie Ward k.ward@manchester.gov.uk
Sponsorship/charitable giving	Eric Hobin Community Fund – sponsored a number of groups/activities, including youth football, fishing club, fun days, Asian women's group, etc	Northwards helping fund community initiatives for the benefit of north Manchester residents.	
Worklessness	Gardening Social Enterprise in Charlestown	Northwards helps promoting opportunities for local people and employment	Contact Paul Jenkins paul.jenkins@pushinganelephant.co.uk
Crime & ASB	Respect Action Weeks Major partner in ALL Respect Action Weeks, Respect Action Day's, Super Respect	Major partner in delivering both the aims & objectives and reduction in crime & disorder as per Manchester's Crime & Disorder Reduction plan. Improved partnership working. Working together on joint initiatives, leading to a close working relationship to help deal with any cross-cutting issues that arise. Increase resident's quality of life, improve resident's perception of the fear of crime and raise resident's confidence in agencies. Overall reduction in crime 2003/04 – 2007/08 22.3%.	Contact: Chief Inspector Steve McFarlane Stephen.mcfarlane@gmp.police.uk
Crime & ASB	Continual attendance at ACP's, LTM's, NPM's, PBG's Participation in Beat Sweeps	Major partner in delivering both the aims & objectives and reduction in crime & disorder as per Manchester's Crime & Disorder Reduction plan. Improved partnership working. Working together on joint initiatives, leading to a close working relationship to help deal with any cross-cutting issues that arise. Increase resident's	Contact: Maureen Noble m.noble@manchester.gov.uk

		quality of life, improve resident's perception of the fear of crime and raise resident's confidence in agencies. Overall reduction in crime 2003/04 – 2007/08 22.3%.	
Crime & ASB	Participation in Crime Prevention Events	Provide visible presence in neighbourhoods, improve community cohesion and improve community communication with agencies.	Contact: Chief Inspector Steve McFarlane Stephen.mcfarlane@gmp.police.uk
GMP liaison	Day-to-day meetings	Improve service delivery at neighbourhood level. Increase resident's quality of life and improve pro-active working.	Contact: Chief Inspector Steve McFarlane Stephen.mcfarlane@gmp.police.uk
GMP liaison	Quarterly meetings	Ensure appropriate support is given to all officers working in the neighbourhood, remove barriers affecting cohesive partnership working.	Contact: Chief Superintendent Gerry Donnellan gerry.donnellan@gmp.police.uk

Retirement Housing

Organisation	Activity	Outcome	Contact
Zest: Joint Health Unit and Manchester City Council working in partnership- North based	Health promotion covering a wide range of activities: Exercise, dance, cook & taste Healthy eating & pamper sessions	Promote health & wellbeing for all ages	Elaine Monk or Fiona Vincer 0161 277 8817
Ageing Well- Silver Service Age Concern (North based)	Scheme based activities: Quizzes, games, gardening, painting, craft & knitting	Social interaction & opportunity to develop new skills	Alice Jeffa or Hannah Woby 0161 205 3851
MERCI (Voluntary sector- city wide)	Herbie, fruit & veg van	Low cost fruit and veg delivered to your home/doorstep	
H.I.P.P (Merci) (Voluntary Sector- North based)	Cookery & gardening 1:1 & group sessions	1;1 support to teach people how to cook healthy well balanced food	0161 273 1736
Early Intervention Project - People First Housing Association- city wide service	Older people starting to suffer with memory loss are offered: 1:1 support	Help people develop coping skills at the onset of dementia	People First 0161 226 1917
Health Trainer Programme- PCT- city wide	!;! or group support with a range of activities/advise to promote wellbeing	Promote wellbeing through advice and 1:1 support on diet, exercise, smoking and alcohol	Steve Hoy 0161 227 3004
Falls Prevention Team- PCT- N/S	Advice & guidance around exercise and mobility with aim of preventing falls	Prevent falls, less hospital admissions	Maureen Brindley 0161 230 1840
Ground Work- environmental service	Outdoor & garden projects allotments, weeding	Stimulate mobility health & wellbeing	
Public Health Service- PCT- city wide	Health Promotion – Alcohol awareness, cancer awareness, mental health	Staff informed to promote services to residents	

Community Health PCT- city wide	PACE programme	Programme of support advice to help manage long term health conditions	
Pills & Spills- PCT- city wide	Advise residents on medications	Will visit residents in their home to advise on medications/training	Ashley Harding 0161 217 4336
Healthy Information Point (Libraries) (PCT)	Promote a supply of books relating to health & prevention issues	Set up libraries on health topics within retirement schemes	
Valuing Older People- Joint Health Unit and Manchester City Council	A strategic partnership working to improve services for older people in Manchester	Retirement schemes work with VOP partners to promote health and wellbeing within schemes	Sally Chandler 0161 234 3513
Manchester Deaf Centre (voluntary sector- city wide)	Range of support services for deaf people	Services are well used by residents within some schemes	Jude Nortier 0161 273 3415
Manchester Equipment and Adaptations Partnership(MEAP)	Referral to specialist advisors and assessment for equipment and adaptations to the home.	Referrals are made by scheme managers as part of support planning and many homes are adapted to ensure residents can maintain independence	Gail Linaker 0161 277 8600
First Call Community Alarm Service (ASC -MCC)	24/7 responsive alarm service supported by mobile wardens available to vulnerable residents with the aim of ensuring independence in the home	Support and advise available 24/7 to support residents	Claire Baggoley 0161 255 8250
Sensory Service (MEAP-city wide)	Equipment to help people with sensory impairments to live with ongoing independence in their home	Many referrals made to the service with positive outcomes in helping to sustain independence	
Mobile Chiropodist	Services available to people in their home	Available to retirement scheme residents	
Health Walks (city wide-Leisure services)	Groups across the city organise short leisurely health walk	Residents partaking in health walks organised by ZEST/Health Trainer	Steve Hoy 0161 227 3004

Adult Social Care (Contact Centre MCC)	Referrals for a community care assessment for services to help people maintain independence.	Creating and sustaining independence and well being	0161 255 8250
Smithfield Project (citywide- Based in Ancoats)	Services for people who are enduring alcohol related dependency	Help people to manage alcohol dependency in a supported setting	0161 839 8829
Enabling Support Service (ASC-citywide)	Help with domestic tasks within the home	Assist people to sustain homes for longer and create independence and well being	
Housing Support Service (MCC- North based)	Housing related support to help sustain tenancy	Help people to sustain homes with the appropriate advice and support	Frank Connor
Care and Repair- city wide service	Housing related support with minor repairs, advice on major repairs and funding sources	Help people to maintain their homes	Karen Dutton 0161 872 5500
Visiting Optician Services	Visit people in their home	We make this service available to residents	
Learning Disability Partnership (Beechmount)	Support workers provided to ensure residents can live independently	Significant number of residents are supported by the partnership	
Physical Disability Team (Locality based)	Wok with the relevant teams to ensure residents are properly supported in their homes	Significant number of residents benefit from this service	
Gateway Service (POPPS/Age Concern)	Wide range of advice and support offered through the Gateway service	Residents and staff all make use of this service which provides a wide range of advice on health and well being	0161 234 5608