

# Heaton's and Reddish

Heatons North, Heatons South, Reddish North and Reddish South

## Improving Homes

### Building new homes

Over the last twelve months the Viaduct Housing Partnership has been busy delivering 217 new homes and over the coming year it is anticipated that 238 properties will be completed.

### Heaton Moor

Work is underway on a conversion project on Lea Road in Heaton Moor. Ten new flats for shared ownership will be available for sale in the summer.



Towards the end of 2018 work is expected to start on site on a development of 11 flats for shared ownership at York House, Heaton Moor Rd. The Victorian era York House will be refurbished to provide five flats and an additional six new build flats will be constructed within the grounds.



### Heaton Chapel

The Viaduct Housing Partnership is investigating the potential to develop a small plot of grazing land at Tarvin Avenue for affordable housing. Initial pre-application advice is awaited.

## Transforming lives

Heaton Norris Community Centre Committee is going from strength to strength and has overseen the completion of the improvement works (which included new windows) funded by a successful lottery grant. The centre has been visited by over 300 people in the last 12 months and has supported people to become a member of a social group; take up a hobby; engage in regular exercise and to volunteer.

Every winter, we deliver a programme of Winter Welfare Visits to older and more vulnerable people living in our properties. This year 500 customers will be visited to enable staff to provide advice and assistance on keeping warm, eating well etc. We are also able to make referrals for equipment and adaptations and to other agencies such as Age UK, the NHS and Greater Manchester Fire Service.

Our customer roadshow ran during October and November. During this time staff were out in our communities speaking to customers about Universal Credit and identifying those that may need some support with their switch to Universal Credit. Further help and advice is available at [www.stockporthomes.org](http://www.stockporthomes.org)

### Young People

Greater Manchester Youth Network are to work with young people from Heaton Norris on a social action project. It will include how to develop a social enterprise and using digital technologies on issues important to their local community.

### Health

We are involved with the strategic steering group 'Team around the Heaton's' which is designed to bridge the gap between primary health care services and opportunities to refer into voluntary sector groups and organisations. It is aimed to increase social prescribing in GP practices to reduce pressure on NHS services in the borough. We are supporting this approach to ensure it is successfully adopted elsewhere in the borough.

SHG has delivered a 10 week Health and Wellbeing programme started in October 2018, working with customers to improve their confidence and ability to deal with stress and anxiety.

### Employment

Over the last year SHG and partners have assisted 225 people into employment. Activities included:

- A new Employment Support drop-in at Cornerstone 10am - 3pm every Thursday.



A number of sector based training programmes have recently taken place or are due to take place in the near future including:

- Hospitality with McDonalds (5 people have secured employment)
- Customer Service (specifically to recruit 5 customer service positions within Carecall at Stockport Homes)
- Care – working with key Care and Support Agencies across the borough with guaranteed interviews (due to complete at the end of 2018).

Place based working has been extended from Brinnington to include the rest of the Heaton's and Tame Valley. Working closely with the Police, Children's Services, School Workers, Targeted Prevention Alliance and Pennine Care the aim is to work proactively and creatively with residents / families who need support.

## Improving the Environment

Following an increase in anti-social behaviour being reported on Woodhall Crescent, South Reddish, over the Summer months, we have installed CCTV equipment to capture any further incidents to help take enforcement action. Intensive tenancy support was also provided to help vulnerable tenants. This has resulted in a reduction of reports of anti-social behaviour. This location has also been the focus of community development work. Residents have responded to a perception study which identified their key concerns and are being supported to set up a community group and Neighbourhood Watch scheme, to encourage the reporting of any incidents and strengthen relationships between the community and the Police. Newsletters have been sent to customers to update them on this pro-active approach and we have seen a reduction in unacceptable behaviour.

We have installed metal fencing and a "chicane" on a footpath at Cabot Place on the Coronation Street Estate to prevent off road bikes using the footpath as a cut through.

In October 2017 Neighbourhood Investment funding was used to improve the rear communal areas at Spa Close, North Reddish. This included removal of the tarmac footpaths and installation of rotary dryers.

We continue to work with the local community and partners to address anti-social behaviour and environmental nuisance. Key achievements delivered in our Anti-Social Behaviour Strategy over the last year include:

- Effective use of Community Protection Notices (CPNs) on behalf of the Council resulting in 36 being served and just nine cases being prosecuted for non-compliance.
- Ongoing high performance of the ASB Team resulting in 99.43 per cent of cases being resolved in an average of 69 days whilst achieving satisfaction of 98.61 per cent with the outcome of the case.
- Delivering services to other organisations generating income in 2017/18 for reinvestment in to the ASB Service.

The introduction of an apprentice ASB Case Support officer to support delivery of the expanding noise and CCTV services, so that demand for installations can be met and cases continue to have swift evidence gathered.

