

Homes to Live Well

Co-designed in partnership with Greater Manchester Housing Providers, Greater Manchester Live Well, and Innovation Unit.

Contents

[Introduction](#)

[Who are GMHP?](#)

[What we do](#)

[What Our Residents Say](#)

[How we work across Live Well Neighbourhoods](#)

[Our Invitation to Partners](#)

[Annex](#)

Introduction

Live Well is Greater Manchester's commitment to make sure great everyday support is available in every neighbourhood — led by communities and enabled by a more connected, preventative system, focused on reducing inequalities.

Housing is central to this ambition.

A safe, stable and affordable home is a foundation for health, wellbeing and opportunity. The region's Housing First approach reflects this, and is closely aligned with Live Well's aim to offer support before crisis hits.

Housing Providers play a vital role in delivering Live Well:

- They are anchor institutions
- They work where home, health and community meet
- They combine local presence with GM-wide learning and scale.

Through the Tripartite Agreement between GMHP, NHS Greater Manchester and the Greater Manchester Combined Authority (GMCA), Housing Providers are recognised as key partners in prevention and integrated public services.

This document demonstrates how GMHP is growing their contribution to Live Well, as well as being an invitation for partners to work together, align investment, and build a Greater Manchester where everyone has the support and connections to live well.

Who are GMHP?

GMHP is a partnership of 27 housing providers working together to improve the lives of people and communities across Greater Manchester.

We manage 260,000 homes, around one in four across the city region.

In 2024/25 we built 2,407 new homes, a 15% increase on the previous year, and we will invest £4 billion in improving homes by 2030—about £18,000 per home.

We also contribute £1.2 billion to the regional economy each year.

We are trusted strategic partners co-creating sustainable solutions to the housing crisis and wider system challenges. Our work is guided by the Greater Manchester Tripartite Agreement, which positions housing as a foundation for good health and quality of life, and aligns with the region's Live Well ambition.

Where GMHP work

This list shows which GMHP partners work across each Greater Manchester borough.

Bolton:

- Onward
- Jigsaw
- Riverside
- Your Housing
- L&Q
- Great Places
- The Guinness Partnership
- Bolton at Home
- Reganda Homes
- Moss Acre St Vincents
- Irwell Valley

Bury:

- Reganda Homes
- Great Places
- L&Q
- The Guinness Partnership
- Onward
- Your Housing
- Sanctuary
- Bury Council
- Bolton at Home

Manchester:

- Moss Acre St Vincents
- Your Housing
- Riverside
- The Guinness Partnership
- Manchester City Council
- Sanctuary
- Bolton at Home
- Great Places
- L&Q
- Arawak Walton
- Onward
- Irwell Valley
- Legal & General
- One Manchester
- Reganda Homes
- Southway
- Wythenshawe Community Housing Group

Oldham:

- First Choice Homes Oldham
- Riverside
- ForHousing
- Great Places
- Onward
- Your Housing
- Bolton at Home
- Reganda Homes
- The Guinness Partnership
- L&Q

Rochdale:

- Reganda Homes
- Moss Acre St Vincents
- Riverside
- Rochdale Borough Housing
- L&Q
- Great Places
- Your Housing
- Onward
- Bolton at Home

Salford:

- Onward
- Riverside
- Irwell Valley

- Moss Acre St Vincents
- Great Places
- L&Q
- Sanctuary
- ForHousing
- Pendleton Together
- Bolton at Home
- The Guinness Partnership
- Your Housing
- Salix Homes

Stockport:

- Arawak Walton
- Sanctuary
- Onward
- Moss Acre St Vincents
- Great Places
- The Guinness Partnership
- Stockport Homes Group
- Your Housing
- L&Q

Tameside:

- Onward
- Your Housing
- Great Places
- Irwell Valley
- Reganda Homes
- L&Q
- Jigsaw
- The Guinness Partnership
- Moss Acre St Vincents
- Southway Housing

Trafford:

- Bolton at Home
- Your Housing
- Reganda Homes
- Onward
- Irwell Valley
- The Guinness Partnership
- Great Places
- Arawak Walton
- L&Q

Wigan:

- Your Housing
- The Guinness Partnership
- Great Places
- Onward
- Jigsaw
- Wigan Council
- Riverside
- L&Q

What we do

Investing in homes and neighbourhoods:

- We provide, maintain and improve high-quality, affordable homes that meet consumer standards and new legislation, making them safer, healthier, greener.
- As not-for-profit landlords, we reinvest all income into home upgrades, like new kitchens, boilers and fittings
- We rehouse people, resize homes, offer housing appropriate to different life stages, and work to prevent homelessness.

Supporting Community Safety:

- We invest in safe, secure neighbourhoods where people can thrive.
- This means working with residents, councils and police, to prevent issues before they escalate, and grow neighbourhoods where people feel safe.

Providing Tailored Support Where It's Needed:

- We provide personalised and early support for those who need it, helping people to sustain tenancies, maintain independence and stay well.
- This looks different for each provider - this might mean supporting people who have been referred from other services, signposting where needed, or offering skills, employment, and volunteering opportunities, and financial support.

Growing Community-led Practice

- As local trusted partners we play a leading role in growing community-led practice, by supporting residents to shape local solutions and working with partners to bring them to life.
- This means investing in resident leadership, and offering grants and practical support to turn ideas into real change.

Community Engagement & Knowledge

- We are embedded in our communities, understand local contexts, and act on what matters to our residents.
- This means holding tenant voice forums, using local insight and data, and providing bespoke services that address local needs.

Co-creating Live Well Neighbourhoods

- We work with our partners to build neighbourhoods where residents can live well. We deliver holistic, person-centred services to promote wellbeing, tackle big issues like fuel poverty and isolation, and strengthen the local system.
- This means being a connector: working with health, locality and VCFSE partners, to contribute to Live Well Centres, Offers and Neighbourhoods to make Live Well a reality for everyone.

What Our Residents Say

“Moving here was the start of an exciting new chapter. I’m now working towards becoming a peer support worker for others facing similar circumstances to what I have. I’m finally starting to thrive, not just survive, thanks to the support I’m getting.” - *Toby, Irwell Valley Tenant*

“It’s such a relief to have a safe and secure home again – I don’t have that worry hanging over my head.” - *Richard, Irwell Valley Tenant*

“Now we pay an affordable rent for a home where we have the space that we need. A place to cook, to play, to do homework - we don’t feel like we’re climbing over each other anymore.” - *Siobhan, Irwell Valley Tenant*

How we work across Live Well Neighbourhoods

We are a core part of Live Well Neighbourhoods and play a vital role in prevention at every level — from creating the conditions for good lives in all communities, to being one of the first places people turn when they are in crisis. We work side-by-side with partners across local authorities, NHS, VCSE sector, uniformed services and specialist teams. Our practice is rooted in collaboration, prevention, and community-led action.

A diagram made up of overlapping green circles and purple quadrants illustrates how ‘people and communities’, combined with ‘public services’, and ‘VCFSE’ results in ‘true collaboration’. This results in ‘thriving communities’, ‘genuinely early help’, ‘catching and supporting people’, and ‘holding and caring for people’. [See the Prevention at all Levels Live Well Hallmarks Document - Link here.](#)

Across Live Well Neighbourhoods:

We connect around a shared purpose

We bring partners together around what matters most to residents, using our local knowledge to focus everyone on what will make the biggest difference.

We lead collaboratively by hosting, not directing

We create the space for partners to work well together, keep people connected, unblock issues, and help everyone lead from where they’re strongest.

We build collective accountability

We help partners act as one team by sharing insight, reviewing progress together, and taking joint responsibility for outcomes.

We grow community power

We make it easy for residents to get involved by offering space, support and trusted routes into local decision-making and action.

We connect around a common purpose as local conveners

- We bring people around the same table, using local insight, trusted relationships and on-the-ground presence to focus everyone on what residents need most.
- This creates a practical, joined-up way of working: partners share data and insight, act quickly on emerging issues, and make decisions together about what will have the biggest impact locally.

Example:

In Farnworth, Bolton at Home acts as a local convener, bringing the police, community safety teams and council staff together in a shared neighbourhood base so they can work with a clear common purpose.

By seeing each other daily and sharing local insight, the team stays focused on what residents need most and can respond quickly to emerging issues such as antisocial behaviour or vulnerability. When a stolen car was reported at Russell Court, they acted within hours — combining housing officers' knowledge of residents with the police's rapid response.

We lead collaboratively by hosting not directing

- Housing Providers create the conditions for strong joint working.
- Our leadership is practical and steady — we connect people, spot gaps, unblock issues and make it easy for others to lead where they're strongest.
- Because we're consistently present in neighbourhoods, we provide the continuity that keeps multi-agency work joined up and moving.

Example:

In Stockport, Stockport Homes provides practical system leadership as part of a multi-agency partnership with Age UK Stockport, Disability Stockport and Signpost Stockport for Carers. Together, they deliver the Home Support service, which helps people live independently at home for as long as possible, with a focus on tackling self-neglect and hoarding.

Stockport Homes plays a coordinating role, ensuring that partners work around a shared plan and that issues are identified early. Their local knowledge and on-the-ground insight help the partnership respond quickly when risks arise and tailor support to each person's circumstances. This is a strong example of collaborative leadership in action, bringing together cross-sector partners to provide joined-up, preventative support across the borough.

We build collective accountability by always connecting to outcomes

- Housing providers create the structures and habits that help partners stay jointly responsible for outcomes.
- We share data and review progress together, so everyone sees the same picture.
- We make it possible for teams across housing, health, the VCFSE sector and local authorities to act as one, owning risk together, learning from challenges, and improving support together.

Example:

Greater Manchester Housing First is a regional programme supporting people who have faced long-term homelessness and multiple disadvantage. It is led by Great Places and GMCA, and works with 10 local authorities, health partners, voluntary-sector organisations, and residents.

From the start, partners created a shared vision and agreed principles. All organisations work to the same policies, procedures, and common case management system, and tenancy commitments are shared across Housing Providers.

This creates real collective accountability: risks, decisions, and progress are reviewed together; issues are surfaced early; and no single partner carries responsibility alone.

We grow community power together

- Housing providers help create the conditions for residents to lead change in their neighbourhoods.
- We make it easier for residents to get involved by offering the space, support and connections they need to take ideas forward.
- By working alongside residents, VCFSE partners and local services, we strengthen the local networks that help communities thrive and become more resilient.

Example:

Across Greater Manchester's Ageing in Place Pathfinder, Housing Providers have worked with older residents to shape what it means to live and age well.

In Salford, Salix Homes helped establish a resident-led Partnership Board where older people and local organisations set shared priorities for their neighbourhood.

In Tameside, Jigsaw Homes Group supported residents to form Ridge Hill Together, a community group now running local activities and digital inclusion sessions.

In Wigan, Wigan Boroughwide Housing helped residents and VCFSE partners co-design improvements — from warm hubs to better green spaces. And in Rochdale, Rochdale Boroughwide Housing (RBH) supported residents to design and co-manage the Kirkholt Community Garden.

Our Invitation to Partners: Let's lead Live Well Together

GMHP are already a core part of the Live Well system. We are present in every neighbourhood, holding deep relationships with residents, and tackling persistent inequalities. We are committed to

working side-by-side with localities, health, the VCFSE sector and wider partners to help everyone in Greater Manchester live well.

We share the same purpose: to reduce inequalities and create the conditions for people to live well — from warm, safe homes free of damp and mould, to neighbourhoods with less fly-tipping, fewer falls and injuries, and timely support to prevent crises before they happen.

We want to work with you to create the future of Live Well

We are inviting partners to work with us to co-design:

- Clear, collective and measurable outcomes, including on housing's contribution to Live Well, to help us build a shared understanding of what will be different for residents
- Shared data and insight across sectors that help us work as one system, target resources where they matter the most and be honest about our limitations
- A whole-life approach to support, from starting well to aging well, co-designed with residents and centred on their strengths
- Shared priorities and shared wins, because Live Well can only succeed when progress in one part of the system means progress for others

We invite our partners to:

- Bring us to the table from the start - We are ready to co-design and co-deliver as equal partners.
- Be bold with us - Let's find new ways of working that genuinely prevent crisis
- Tap into our experience as anchor institutions - Our knowledge and everyday presence in neighbourhoods are key assets.

Reach out to us via:

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Annex

Examples of cross-sector Live Well practice across GMHP

Ageing in Place Pathfinder - GMCA, GM Housing Providers & Local Partners

What do they do & how do they do it?

The Ageing in Place Pathfinder (AIPP) has developed ten resident-led partnerships, bringing together residents, Housing Providers and other partners to develop age-friendly neighbourhoods. Residents shape neighbourhood action plans, delivering improvements to social infrastructure, the local environment and services. More than 2,500 residents have been engaged, and had a say about what matters to them for ageing well.

In Salford, Salix Homes helped establish a resident-led Partnership Board where older people and local organisations set shared priorities for their neighbourhood. In Tameside, Jigsaw Homes Group supported residents to form Ridge Hill Together, a community group now running local activities and digital inclusion sessions. In Wigan, Wigan Boroughwide Housing helped residents and VCFSE partners co-design improvements — from warm hubs to better green spaces. And in Rochdale, Rochdale Boroughwide Housing supported residents to design and co-manage the Kirkholt Community Garden, now a shared community asset.

How does this demonstrate Housing Providers' Contribution to Live Well?

Housing Providers work in partnership with a range of partners, leading collaboratively, and involving residents in governance and regulation. The AIPP supports better outcomes for older people, and Housing Providers play a central role as local and trusted anchor organisations.

What has the impact been?

The AIPP has had positive impact for residents, with shared outdoor space that they have collective ownership of, improved social cohesion, reduced loneliness, better health and wellbeing outcomes, and pride in place.

Bolton Delayed Transfer of Care - Bolton at Home & Greater Manchester Mental Health NHS Foundation Trust

What do they do & how do they do it?

In Bolton, Bolton at Home plays a key coordinating role in helping people return home safely after time on a mental health ward.

Their dedicated Delayed Transfers of Care Officer — a housing staff member whose role is to prevent delayed discharges and support safe resettlement — acts as the bridge between the ward and the community.

They bring Care Officers, safeguarding teams and mental health staff together around one shared plan, keeping communication flowing and spotting risks early. When concerns arise, such as medication changes or issues with someone's home environment, Bolton at Home and GMMH respond quickly and jointly, often preventing readmission.

How does this demonstrate Housing Providers' Contribution to Live Well?

Bolton at Home works in partnership with GMMH by sharing knowledge, making joint decisions and holding regular meetings to stay open about constraints and risks. Bolton at Home brings staff into the hospital's planning process to help prevent people from having to return, and supporting them to stay well in their community.

What has the impact been?

This service, which began as a six-month trial in January 2021, has been very successful. It offers excellent value for money and leads to better results for the people it supports. By catching small problems early, the team can step in quickly, reducing the chance that the person will need to be readmitted to the hospital. Individuals can be on service for up to 2 years if required, but can also be

stepped down to Bright Outcomes who provide a less intensive support service, whilst ensuring continuity of support. The service won the 2022 Best Supported Housing Landlord Award.

Employment & Skills Partnership Network - Bolton at Home & Bolton Council

What do they do & how do they do it?

The Bolton-based Employment and Skills Partnership Network is jointly led by Bolton at Home and Bolton Council, and brings together employment support services, training providers, DWP, adult learning, and community organisations to deliver a coordinated, boroughwide offer that supports residents into employment. Bolton at Home's Employment Support Offer forms a key part of this system, providing CV support, job search assistance, confidence building, interview preparation, in-work support, work experience placements, and practical help such as their Working Wardrobe clothing initiative.

The network was built to align services, reduce duplication, and ensure support reflects the real needs of residents, particularly those facing multiple barriers to employment. By sharing intelligence, co-designing interventions, and acting on community insight, this model bridges gaps between housing, employment, and wider wellbeing services.

How does this demonstrate Housing Providers' Contribution to Live Well?

The partnership shows how housing providers are uniquely positioned to support Live Well, by connecting residents to meaningful opportunities, reducing inequalities, and shaping services. Bolton at Home uses its trusted relationships and community presence to surface unmet needs, amplify resident voice, and co-create employment pathways that improve wellbeing, confidence, and independence.

What has the impact been?

The network has improved access to employment support, reduced practical and emotional barriers to work, and led to more seamless, coordinated services across the borough. Initiatives such as Working Wardrobe have increased job readiness, while shared approaches to referral, follow-up, and in-work support ensure continued support for residents furthest from the labour market. The partnership has strengthened cross-sector relationships and created new opportunities such as GMCA-funded roles for economically inactive residents.

Greater Manchester Housing First - Great Places, GMCA, GM Mental Health NHS Foundation Trust, local partners & residents

What do they do & how do they do it?

Greater Manchester Housing First (GMHF) is a programme that helps people who have experienced long-term homelessness and face multiple barriers (such as mental health issues, substance use, or past prison experience) to get stable, permanent homes. Rather than forcing people to meet a lot of preconditions, GMHF offers housing first, then provides ongoing, personalised support.

Housing First is delivered across all 10 Greater Manchester boroughs through a cross-sector partnership of 11 organisations, led by Great Places and GMCA. Delivery is structured around shared principles, shared policies, joint training, blended teams, and a strong central function. People with lived experience shape the programme through recruitment, service design, policy development, and quality assurance.

The approach is collaborative at every level, from strategic steering boards to operational groups and co-located frontline teams. Local delivery, standardised pay and job roles, a strong central function delivered by Great Places, and strong comms and branding, support consistency and shared accountability.

How does this demonstrate Housing Providers' Contribution to Live Well?

GMHF demonstrates the strength of Housing Providers as anchor partners in a whole-system model of support and prevention. Their leadership of the contract, integration with health and VCSE partners, and willingness to share risk demonstrates collaborative leadership and shared power in action. Housing Providers' rigorous accountability processes and high level of regulation also makes them a strong and reliable partner.

What has the impact been?

GMHF Participants report improvements in stability, wellbeing, and quality of life, with better mental health, reduced substance use, and stronger social connections. Housing First also reduces reliance on emergency services, temporary accommodation, and crisis interventions.

To date the programme has supported:

- 594 people with 278 currently on the programme
- Cumulatively accommodated: 442 people
- 18-month tenancy sustainment 78%

Home Support - Stockport Homes, Stockport Council, Age UK Stockport, Disability Stockport, Signpost Stockport for Carers

What do they do & how do they do it?

Stockport Homes provides practical system leadership as part of a multi-agency partnership with Age UK Stockport, Disability Stockport and Signpost Stockport for Carers. Together, they deliver the Home Support service, which helps people live independently at home for as long as possible, with a focus on tackling self-neglect and hoarding.

Stockport Homes plays a coordinating role, ensuring that partners work around a shared plan and that issues are identified early. Their local knowledge and on-the-ground insight help the partnership respond quickly when risks arise and tailor support to each person's circumstances.

How does this demonstrate Housing Providers' Contribution to Live Well?

Stockport Homes shows the central role Housing Providers play in helping people live well, by supporting them to stay in their homes safely, preserve dignity, and avoid crisis. By working alongside health, social care and voluntary partners within the Stockport Support Hub, they help create a holistic, person-centred approach to wellbeing and independence at home.

What has the impact been?

The impact is significant: across the first three years, the service received 4,131 referrals, and 934 people reported that accessing this support helped them avoid needing statutory services. This is a strong example of collaborative leadership in action—bringing together cross-sector partners to provide joined-up, preventative support across the borough.

Jigsaw's Approach to Social Value - Jigsaw Homes Group

What do they do & how do they do it?

Jigsaw's social value approach is jointly driven by its procurement and community engagement teams, to ensure social value makes a tangible difference, and that contractors ensure their contribution aligns with the priorities of residents.

- Key examples of social value contributions include:
- Funding free school meals during holidays (Miles Platting)
- Community garden donations such as labour and materials (Chipping Road, Holland Road, Gibson Terrace)
- Foodbank and community group support in the Midlands
- Providing physical food donations rather than funds

Any financial contributions contractors make are channelled directly into Jigsaw's hardship fund, which frontline community staff can refer tenants to.

How does this demonstrate Housing Providers' Contribution to Live Well?

Jigsaw's model shows how Housing Providers can act as a connector between contractors and communities. They are able to direct resources where they matter most, to reduce inequalities and strengthen community resilience. By grounding social value in local knowledge and giving community teams decision-making power, they ensure support is preventative, person-centred, and responsive.

What has the impact been?

The model has strengthened collaboration between contractors and community teams, built trust, and created a more grounded understanding of what social value looks like at neighbourhood level. Some challenges still remain, such as the need for better monitoring and ensuring small contractors aren't excluded.

Manbassadors - Bolton at Home

What do they do & how do they do it?

Bolton Manbassadors is a men's mental health initiative led by Bolton at Home to normalise conversations about men's mental wellbeing and create safe, welcoming spaces where men can access support. The project recruits local businesses, community groups, sports clubs and other local organisations (barbers, cafés, gyms, pubs, etc.) to act as "Manbassadors" - mental-health advocates who look out for men, open informal conversations, display information, and signpost to further help.

The initiative is intentionally flexible and community-led. Organisations can sign up at different “tiers,” offering varying levels of involvement, from simply giving out leaflets and being a listening ear, to providing discounts or donations, to delivering community events and volunteer opportunities.

The project is run by a small dedicated team at Bolton at Home, and it grew significantly after receiving funding from The National Lottery Community Fund in 2024.

How does this demonstrate Housing Providers’ Contribution to Live Well?

Manbassadors shows how Housing Providers can use their community reach and trusted position to address mental health and social wellbeing in a way that goes well beyond traditional housing services. By convening local businesses and community partners, facilitating peer support, and embedding mental health advocacy into everyday spaces, they help create a preventative, community-led safety net.

What has the impact been?

Since its launch, Bolton Manbassadors has supported hundreds of men: more than 600 men have engaged with the project, 84 local businesses have joined as Manbassadors, and around £24,000 has been raised to fund community activities.

The project won Campaign of the Year at the UK Housing Awards in 2022, and is expanding beyond Bolton into other boroughs across Greater Manchester. Participants say it gives them access to informal, non-judgemental support, and helps break down stigma around men’s mental health.

Project 500: Manchester Housing Providers’ Joint Approach to Social Value - Manchester Housing Providers Partnership

What do they do & how do they do it?

Project 500 is a collaborative programme led by the Manchester Housing Providers Partnership (Jigsaw, MSV, Guinness, Great Places, Irwell Valley, One Manchester, and Southway), who work alongside Manchester City Council to deliver 7,800 affordable homes across several council-owned sites.

To provide social value on a neighbourhood level, providers embed training, apprenticeships, and local employment into every build, with community engagement shaping each site.

Design choices, tenure mix, and site planning are shaped by local insight, including feedback from residents and ward members. This ensures each development reflects neighbourhood strengths and responds to local needs, while the joint Social Value Tracker provides a consistent framework for monitoring contributions across employment, skills, local spend, living standards, volunteering, and community investment.

How does this demonstrate Housing Providers’ Contribution to Live Well?

Project 500 shows how Housing Providers can advance Live Well outcomes by working collaboratively and linking the delivery of new homes with broader social and economic benefits for local people. By integrating employment pathways, improving skills, and investing in community capacity, providers contribute to improved wellbeing, economic resilience, and opportunities.

What has the impact been?

The partnership has created a coordinated, citywide model that delivers measurable community benefits through every build. The Social Value Tracker ensures transparent reporting and shared accountability across partners. As a result, communities benefit not only from new, high-quality homes but also from new opportunities, increased participation, and investment in neighbourhood wellbeing.

Shore Green Extra Care Scheme - Irwell Valley, Manchester City Council, Premier Care

What do they do & how do they do it?

The extra care scheme in Wythenshawe offers purpose-built, homely accommodation that supports older people living with dementia to maintain independence while receiving the support they need, providing an alternative to care homes.

Irwell Valley supply and manage the accommodation, deliver housing support, and work in partnership with Premier Care who deliver onsite care. Collaborative working is embedded in both formal contract arrangements and day-to-day practice, with co-located staff forming a multidisciplinary team.

Through a council grant and additional subsidy from Irwell Valley, care staff are able to co-produce and co-deliver social activities, ensuring residents benefit from a rich programme of engagement and community life. The success of the model has led to further schemes being developed in partnership with the council, based on strong relationships, shared values and evidence of positive social impact.

How does this demonstrate Housing Providers' Contribution to Live Well?

By offering high-quality, tailored accommodation, proactive housing support, and enriched social activities beyond traditional housing management, Irwell Valley help create a holistic living environment that promotes wellbeing, inclusion and dignity. Their willingness to subsidise additional activities and work as equal partners with care providers and commissioners demonstrates a commitment to person-centred, preventative approaches.

What has the impact been?

The scheme has delivered strong social outcomes since 2003, including better quality of life, improved value for money compared with traditional care homes, and sustained resident demand. Trust, joint working and shared leadership across partners have created a stable, effective model that councils continue to invest in, leading to new developments off the back of its success. Residents benefit from a proud, community-focused environment, supported by a multidisciplinary team that helps people with dementia remain independent for longer.

Supporting Homeless Young People & Care Leavers to Live Independently - Bolton at Home, BackUp North West, Bolton Council

What do they do & how do they do it?

This project is commissioned by Bolton Council and is a long standing partnership between Bolton at Home and BackUp Northwest. The project is focused on giving young homeless people, including care leavers, the stability and support they need to live on their own.

The work is driven by a shared set of values, putting the young person's needs first. Bolton at Home provides the homes, which are then transformed by the young people themselves, for example, by decorating with their own artwork and creating a community garden. BackUp North West provides the intensive support and leadership, focusing on challenges like mental health and family issues. By working together in this way, they create a safe, warm, and inviting environment where young people can feel settled and build their life around.

Bolton at Home and BackUp have a trusted relationship built over a long time. They deliver this work through contractual, operational and informal meetings. They hold honest conversations about risks and constraints as they manage the project, and celebrate every success together.

How does this demonstrate Housing Providers' Contribution to Live Well?

Bolton at Home acts as an equal partner. Their primary role is to provide the high-quality, stable accommodation needed for young people to thrive. They also reinvest in the project, through supporting young people into long term accommodation, providing decoration and carpets, and supporting fundraising. They work with Back Up to manage the contract and risk, and actively engage with the local community to welcome in young people.

What has the impact been?

As the project has grown, more partners have become involved, for instance local businesses have donated electrical equipment to support the project. BackUp measures impact through the young people's experiences and outcomes, which are improved through the project. Bolton at Home's board is persuaded to continue supporting the project because of these positive case studies, which demonstrate its social impact.

The Farnworth Focus Team - Bolton at Home, Elected Members, NHS, GMP, Citizens Advice Bureau, Family Hub, A Better Life, Guild of Help, Community Alliance, Bolton Council, OPUS Broadband

What do they do & how do they do it?

The Farnworth Focus Team, part of Bolton at Home's Targeted Neighbourhood Working initiative, brings together housing, council services, police, health partners, and residents to improve community wellbeing and create more responsive services. Their approach combines data-led planning with hands-on, local action, ensuring neighbourhood priorities are shaped by residents and addressed collaboratively.

Multi-agency teams meet regularly, share intelligence, and work side by side on estates, conducting walkabouts, hosting action days, delivering joint outreach, and providing integrated support around issues such as ASB, environmental concerns, health, and financial wellbeing.

By seeing each other daily and sharing local insight, the team stays focused on what residents need most and can respond quickly to emerging issues. For instance, when a stolen car was reported at Russell Court, they acted within hours, combining housing officers' knowledge of residents with the police's rapid response.

How does this demonstrate Housing Providers' Contribution to Live Well?

This work shows how Bolton at Home uses its role as an anchor organisations to facilitate engagement, build trust, and support services to work together around people and place. Bolton at Home's role in coordinating partnerships, sharing intelligence, and championing resident-led priorities supports prevention, independence, wellbeing, and stronger, more resilient communities.

What has the impact been?

The Farnworth Focus approach has delivered visible improvements in estate environments, faster and more effective responses to local issues, and stronger relationships between residents and services. Communities feel better heard, while partners report improved coordination, and earlier intervention.

The model is now recognised locally as an example of effective neighbourhood working and a blueprint for place-based, community-led practice.

Trafford Poverty Truth Commission - L&Q (Formerly Trafford Housing Trust), Trafford Council & Stretford Public Hall

What do they do & how do they do it?

The Trafford Poverty Truth Commission (PTC) brings together people with lived experience of poverty (Community Commissioners) and leaders from the public, private, housing and voluntary sectors (Civic Commissioners) to jointly explore causes of poverty locally, and co-design solutions for the borough.

Rather than a standard consultation, the PTC builds ongoing relationships, mutual trust and shared learning. Commissioners meet regularly, share personal stories, and together develop practical recommendations around access to services, mental health and isolation, transport, and support with cost-of-living pressures.

The project is organised through a structured, collaborative governance framework. It is supported and funded by Trafford Council and L&Q, and facilitated by Stretford Public Hall. Civic Commissioners commit to implementing the ideas that emerge.

How does this demonstrate Housing Providers' Contribution to Live Well?

PTC shows how Housing Providers can use local knowledge and influence to invest in community-led processes and shape local services, welfare, and support systems. This bring community power to life across their neighbourhoods.

What has the impact been?

The Commission produced a set of concrete recommendations, including improving access to services through a one-stop shop, embedding lived experience into policy and service design, tackling isolation and mental health, and advocating for more accessible public transport across Trafford. The borough has also begun to embed the Commission's findings into its anti-poverty strategy.

Other Documents

GMHP's Contribution to Live Well - 2024 Playbook

Articulating GMHP's contribution to Live Well through supporting community-led practice.

[Live Well Hallmarks \(Link here\)](#)

The current articulation of how Live Well Centres, Spaces and Offers will exist and interact to form Live Well Neighborhoods.

Live Well 'Heatmap'

A map of Live Well practice supported by Social Housing Providers across GM, to spot opportunities and avoid duplication.