

Home *Life*

Wandsworth Council's housing newsletter wandsworth.gov.uk/housingnews



Development milestone reached page 8

- Wandsworth wins at RSPCA awards page 3
- Another great turnout at the Affordable Housing Open Day page 5
- Stay healthy this winter pages 17 - 19

Useful contacts

There is a range of housing services and information available on our website wandsworth.gov.uk/housing

Housing contacts

Housing Customer Centre

90 Putney Bridge Road
London
SW18 1HR

Western Area Housing Office

Roehampton Parish Hall
Alton Road
London
SW15 4LG

Housing hotline: 020 8871 6161

Housing Area Teams

Central: 020 8871 5333
Eastern: 020 8871 7439
Southern: 020 8871 7288
Western: 020 8871 5530

If you do not know your area team
email: [hms@richmondand
wandsworth.gov.uk](mailto:hms@richmondandwandsworth.gov.uk)

Wandsworth Emergency Control

(housing emergencies, out of
hours) 020 8871 7490

Home Ownership

housesales@wandsworth.gov.uk

Downsizing options

allocationteam
@wandsworth.gov.uk

Landlords looking for tenants

privatelandlords
@wandsworth.gov.uk

For breakdowns, leaks and servicing of heating/hot water systems speak to your gas contractor:

Battersea, Clapham and Central Wandsworth (or throughout the borough if your heating is supplied by a central communal boiler.)
P.H. Jones
0800 023 4069/0333 004 233

Putney, Roehampton and Tooting

T.Brown Group Ltd
0800 977 8472

To find out your gas contractor
020 8871 7040

Other council contacts

Adult social services

020 8871 7707

Births, Deaths, Marriages and Voting

020 8871 6120

Child social services

020 8871 6622

Environmental services (including pest control, private housing)

020 8871 6127

Finance (including council tax, benefits, rent, service charges)

020 8871 8081

To make a telephone payment
0800 021 7763

Parking and Streets

020 8871 8871

Rubbish, recycling and litter

020 8871 8558

Spectacular animated illuminations light up Nine Elms this festive season

Follow a trail of unmissable light installations by artist Jony Easterby projected onto buildings in nine locations.

13-21 December 2019, 5-9pm. Free

nineelmslondon.com/LightUp

t: @nineelmsteam

f: /nineelmslondon

i: @nineelmslondon



Welcome to the winter issue of Homelife



As a council we have consistently led by example with our animal welfare policies, and I'm delighted that Wandsworth once again achieved the gold standard at the RSPCA's annual awards for our stray dog policy and pet friendly housing policy. The council also achieved a special recognition award for animal welfare for a second year running. Congratulations to all who contributed to these fantastic achievements.

In October, the council held another successful Affordable Housing Open Day at the Civic Suite. Almost 800 people with an interest in getting on the property ladder attended the event, which gave attendees the chance to speak to members of the council's Home Ownership Team, housing providers and legal professionals about their options for buying a home. Thanks to the Home Ownership team for their excellent organisation and management of the event.

As we move towards Christmas, we must make sure that we are prepared for the upcoming cold weather, and the council's Public Health team has issued some advice on how to stay healthy this winter on pages 17 - 19.

I hope you enjoy this issue of Homelife. If you have any suggestions, please contact us by email on hms@wandsworth.gov.uk.

Finally, I'd like to take this opportunity to wish all our residents a very Merry Christmas and a Happy New Year.

Cllr Kim Caddy
Cabinet Member for Housing



Gold standard: Wandsworth Mayor Cllr Jane Cooper and Mark Callis with the council's Pawprints Award

A great night at the RSPCA Awards

The council received special recognition for its animal welfare at the RSPCA annual awards for the second year running.

The RSPCA PawPrints Awards highlight outstanding contributions to animal welfare, and since the founding of the awards, Wandsworth Council has consistently achieved the gold standard.

The awards include five PawPrint categories, awarded in either bronze, silver or gold. This year, the council's Animal Welfare Team won gold for its stray dog policy and pet friendly housing policy.

A special recognition award was also given to Mark Callis, Animal Welfare Services Manager for Wandsworth Council for his impact on animal welfare in the borough.

Mark's award was judged by a panel made up of individuals from the RSPCA, Chartered Institute of Environmental Health and an academic expert on animal welfare law from the University of Aberdeen.

Mark said: "I am pleased and proud of what we have achieved, and to receive such a prestigious award like this makes me feel very honoured and humbled. I love dogs and so do many of our residents, I look forward to helping those dog owning residents to be the best they can be for their animals and our community.

"I would like to thank the RSPCA for their support over the past 32 years, and for promoting excellent standards for local authorities to work to, through the PawPrint Awards."

Cabinet Member for Housing, Cllr Kim Caddy, said: "I'm absolutely delighted that the council has achieved this top award. We are committed to ensuring dogs in the borough are well taken care of and we work closely with our residents who are dog owners to make sure that is the case."

The team was presented with their award at a special winner's reception in London on 26 November.

Understanding asbestos

Many people worry about asbestos, but undisturbed asbestos usually poses no problem. Understanding asbestos will help you identify potential risks and what to do.

What is asbestos? Asbestos is a naturally occurring fibrous material which, if in good condition, usually poses no risk. When disturbed or damaged, asbestos fibres may be released into the air and can be dangerous to your health.

What is it used for? In the past, asbestos was added to a variety of materials to strengthen or fireproof them, and these materials were used in the construction of homes. The use of asbestos was banned in 1999, however buildings built before this date may contain asbestos.

Is asbestos safe? Undamaged asbestos in good condition will not release fibres and most instances of asbestos in housing are unlikely to harm your health. There is no danger unless the fibres are released and inhaled.

What should I do if I am worried about asbestos in my property? If you suspect that there is damaged asbestos in your home, contact your area team. Do not disturb the area in any way until checks have been carried out. You must not attempt to remove asbestos containing material.

If I am a tenant? The council will arrange for a specialist to inspect the property and decide whether removal is necessary. If required, the council will employ a licensed contractor to remove and dispose of material or encapsulate it.

If I am a leaseholder? You should employ a licensed asbestos contractor to test the material and then remove and dispose of materials or encapsulate as appropriate. (Unless the suspected asbestos is within communal ducting, in which case you should contact the council to inspect.)

Can I carry out works to my home? Under your lease agreement and tenancy conditions you are not permitted to change the structure or fabric of your home without seeking consent from the council first. This is to ensure work is carried out to the appropriate standard and asbestos is managed safely.

What should I do if I am worried about asbestos in a communal area? The council holds a register of where asbestos is present in the communal areas of a block and will employ a specialist contractor to inspect and remove or encapsulate as appropriate. If you have concerns about a communal area in your block, please contact your area team. Details can be found on page 2 or email HMS@wandsworth.gov.uk.

Help Wandsworth to become the greenest inner London borough

In July, Wandsworth Council set itself the target of becoming the greenest borough in inner London, with the goal of being carbon neutral by 2030 and a zero-emission council by 2050.

The council has launched environmental initiatives to kick-start progress towards these ambitions, including switching to LED street lighting, promoting electric vehicles and introducing electric charging points across the borough.

Residents are encouraged to do their bit to help to reduce the borough's carbon footprint, including managing their household waste.

We all know that recycling is good for the planet, but here's some top tips for reducing the carbon impacts of your waste:

- Some types of waste have much higher carbon impacts than others. The waste materials with the highest impacts are metals, textiles, and plastics so make sure you reduce, re-use and recycle these.
- Sell, repair and/or give away unwanted items e.g. on Wandsworth Freegle.
- Checkout Wandsworth's Recycling A-Z to find out what to do with things that can't be included in Wandsworth's recycling sacks and orange-lidded banks. Visit www.wandsworth.gov.uk/rubbish-and-recycling/how-to-recycle-an-item
- Avoid single-use disposable products where possible, particularly plastic ones.

Remember that avoiding waste in the first place saves much more carbon than recycling it! Take the End of the Line for Waste challenge by visiting wrwa.gov.uk/end-of-the-line-for-waste.



The Home
Ownership Team
at work

Wandsworth's Affordable Housing Open Day 2019

The Home Ownership Team hosted their annual affordable housing event in the Wandsworth Civic Suite in October.

Almost 800 visitors came along to find out about their home ownership options in the borough, including Shared Ownership, Right to Buy, Right to Part Buy and the House Purchase Grant Scheme.

Independent financial advisers, legal experts and housing providers were all on hand to advise on topics such as mortgages, the buying process and to showcase new shared ownership homes emerging in Wandsworth. Many new homes being built in Wandsworth can be bought by local buyers under the Shared Ownership Scheme.

The council's Cabinet Member for Housing, Cllr Kim Caddy, said: "Helping residents meet their housing needs and aspirations is at the heart of our Housing Strategy. We are committed to working with partners to deliver affordable housing and are building over 1,000 new council homes, with 60 per cent available at discounted rates to rent or buy and market housing targeted to local buyers committed to owning and occupying."

For more information on home ownership options for Wandsworth residents, please see pages 6 and 7 of this edition of Homelife, or visit www.wandsworth.gov.uk/housing/home-ownership.



A senior officer explains scheme options

Home Ownership Team

Improving purchase options for council tenants



Helping you to buy a home

House Purchase Grant Scheme

Council tenants could be eligible for a grant of up to £100,000. The grant can be used towards buying a home on the open market or through shared ownership. It can also be used to adapt a family member's home within the UK.

To be considered for this scheme, secure tenants will need to have at least two years tenancy, have a clear rent account and be willing to vacate their council property.

The maximum grant levels are:

Bed Size	(2019-20) Grant amount up to:
Studio / one	£50,000
two - three	£70,000
four - six	£100,000

This year's scheme has proven exceptionally popular and the grant funding was fully allocated very quickly. So, if you are interested in the house purchase grant scheme and wish to be placed on the waiting list for notification of when new funding is available in April 2020, please contact the Home Ownership Team on the contact details found on page 7.

Right to Buy

Right to Buy is still a popular option for tenants wishing to purchase the home in which they live in. Secure tenants must have at least three years tenancy to apply under the Right to Buy and can receive a discount of up to a maximum of £110,500 off the market value of the property.

The council has published a helpful Right to Buy information booklet for tenants who are interested in owning their own home and will assist them through the process. To read an online copy and to find out more about the home purchase process visit: www.wandsworth.gov.uk/homeownership.

Right to Part Buy

Right to Part Buy was launched by Wandsworth's Home Ownership Team in January 2017.

This unique scheme enables eligible council tenants who qualify for the Right to Buy, but are unable to afford to purchase their council home outright, to buy a share of their property at a discount and pay a low rent on the remaining share.

For eligibility for the scheme; tenants must:

- be a secure tenant
- have at least three years tenancy
- not have received Housing Benefit 12 months prior to the application
- must pass an affordability test.

Tenants will be able to purchase a minimum initial share of 25% or 50% and in the future can buy additional shares and possibly own their home outright.

For further information please contact:
020 8871 6161
housesales@wandsworth.gov.uk
wandsworth.gov.uk/homeownership

New shared ownership developments

Clarion Housing – Prince of Wales Drive, SW11

Up to 37 modern homes, a combination of 1, 2 and 3 beds, are available in a highly-sought after location within walking distance of Battersea Park and featuring new, beautifully landscaped public gardens.

Please contact Clarion Housing at:
Shared.Ownership@myclarionhousing.com or call 0300 100 0303 .



Optivo - Riverside Quarter, SW18

93 new apartments will be available next year comprising 22 one bedroom and 71 two bedroom homes. Ideally located on the banks of the River Thames with great transport links to central London, this development will be perfect for young professionals.

Please contact Optivo at: www.optivo.org.uk/contactus.aspx or call 0800 1216060.

To find out more about new shared ownership homes please contact the Home Ownership Team using the details at the top of the page.

Join the Home Ownership Register!

If you are a resident or working in the borough and looking to apply for shared ownership or intermediate rent properties, it is highly recommended that you join the council's Home Ownership Register.

That way, you will automatically have priority over any other applicants who go direct to the housing providers.

You can join our register by downloading the Home Ownership application form from our website www.wandsworth.gov.uk/homeownership or by contacting us by email housesales@wandsworth.gov.uk, or by calling our general enquiry line on 020 8871 6161.



Development milestone reached at York Gardens

A milestone was reached at Winstanley-York Road regeneration in September that will see Thames Christian School and Battersea Baptist Church relocate to new, larger premises in 2021.

Cllr Govindia and Cabinet Member for Housing Cllr Kim Caddy with Stephen Holsgrove and Jon Watson from Taylor Wimpey

Once the new building is completed the existing properties will form part of the wider regeneration scheme which is being delivered by the Winstanley and York Road Regeneration Joint Venture (a partnership between Taylor Wimpey Central London and Wandsworth Council that is leading the regeneration).

Meanwhile, the new building - which will house both the school and the church - will be located on Grant Road, close to Clapham Junction station, and will provide the school with more than five times its existing space, giving it a platform to expand and welcome more students.

The relocation of the school and church forms part of major plans drawn up by Winstanley and York

Road Regeneration to breathe new life into the estate. Under the proposals, 2,550 new homes would be provided, 35 per cent of which will be affordable, including replacement homes for all existing secure tenants and resident leaseholders, as well as new community facilities including a state-of-the-art leisure and community centre, a library, a children's centre and nursery.

Cllr Ravi Govindia, Leader of Wandsworth Council, said: "Thames Christian School is a valued and respected school within our borough. The school has a strong commitment to welcoming children with autism and learning difficulties. This is a great milestone as part of the Winstanley and York Road Regeneration that will see the school

expanded, giving pupils better access to facilities and a greater opportunity to thrive."

Stephen Holsgrove, Headteacher of Thames Christian School, added: "We are delighted to be moving forward with our new school building which will drive the school's vision of creating an environment where every pupil can flourish and achieve. We are very grateful for our partnership with Wandsworth Council and Taylor Wimpey who have supported us in this significant and exciting project in the development of the school."

A masterplan planning application for the regeneration of the Winstanley and York Road estate was submitted by Winstanley & York Road Regeneration earlier this year, with a decision expected in the new year.

Joint working helps vulnerable tenant pay off arrears

John* was referred to the council's Financial Inclusion Team after his rent arrears reached £1,000 following ill health.

John, who had no income and had used all his savings, required assistance with claiming benefits. He was a self-employed accountant who had previously been financially stable and was not familiar with the benefits system.

His rent arrears were building and he was not engaging with the rent collection team, putting him at risk of eviction. Unknown to the rent collection team, John had been admitted to hospital following a stroke. Sadly, he lost mobility on his left hand side and was unable to speak.

The hospital referred John to the

financial inclusion team, allowing them to fully understand John's situation and help him out.

His financial inclusion officer, Hassan, arranged for a home visit from the Department of Work and Pensions to help him to claim Universal Credit which John is now receiving. Hassan liaised with the council's rents and council tax teams to agree for them to postpone taking action on John's debt whilst he sorted out his finances. Hassan also arranged for a member of the Benefits team to help John apply for a council tax rebate which he was entitled to.

Upon receiving a council tax rebate, John was able to pay off his council tax debt and asked for the remaining £225 to be paid off his rent account.

With John's consent, the financial inclusion team contacted his GP and the

Disability Advice Service to ensure he was getting the necessary support to help him live independently following his stroke, such as home visits and financial payments. After three months, John regained his ability to speak, but still remains in a wheelchair.

Being in financial difficulty can be extremely worrying, but help is out there. The financial inclusion team are experts in what help is available and how to access this help. Through joint working with other teams and agencies, the financial inclusion team can help to resolve tenant financial problems and prevent evictions, as they did with John.

If you or anyone you know needs support from the financial inclusion team please email financialinclusion@richmondandwandsworth.gov.uk or telephone 020 8871 8780.

* not his real name

RESIDENT SATISFACTION SURVEY

The council is committed to seeking your views on the services we provide and recently conducted a survey with residents on our housing management services. Thank you to all those who took part.

The results show that since 2018 overall satisfaction amongst both tenants and leaseholders has remained stable. Findings include:

- 83% of leaseholders and 82% of tenants are satisfied with their neighbourhood as a place to live. Three quarters of residents feel strongly connected to their neighbourhood.
- Half of tenants and leaseholders feel that the quality of the housing

service hasn't changed much over the last two years. 1 in 3 tenants feel it has improved, with a third of leaseholders feeling services have got worse.

- Two thirds of tenants and 51% of leaseholders trust the council to deliver a good service. Both said that better communication would help build trust in the service.
- 73% of tenants are satisfied with the quality of their home.
- 28% of leaseholders were dissatisfied with some aspects of the way their local area was being run. The main reasons were the cleaning service, property maintenance and issues with refuse/recycling.
- Most residents (84% of tenants and 89% of leaseholders) feel safe or very safe in their homes.

Satisfaction surveys help to identify areas where service improvements can be made. Listening to residents' views and acting on them was highlighted as an area where we could do better. Earlier in the year we worked with a group of tenants and leaseholders to review the consultation and participation opportunities available to residents and consider how these could be improved. This has led to the council developing a Resident Participation and Consultation Strategy which is set to be adopted in the new year.

For more information on how to get involved with decisions about your housing, or to read the draft Resident Participation and Consultation Strategy, visit www.wandsworth.gov.uk/residentinvolvement.

Domestic abuse: My Story

Nobody around me knew about the abuse I was experiencing because he would never let me be alone with them and would be very affectionate to me in front of others. People around me thought that I wouldn't 'put up' with something like that, but by the time I realised what was happening, I wasn't myself anymore.

Our relationship got intense quickly. Looking back, I can see he was controlling from the start, but it seemed to me that he loved me. As things went on, he became more jealous, more manipulative, and eventually physically violent.

I didn't consider leaving an option, I was terrified of him and what he might do. I felt responsible for holding everything together despite not being able to hold myself together. I wasn't allowed to work. He told me that the 'only thing' I had to do was stay at his home, make sure I was there when he was, keep things clean, and make myself look nice. If I couldn't do these things, the consequences were disproportionate.

I didn't consider many of his actions to be a crime - such as the manipulation and psychological effects - so calling the police didn't feel like an option, but these were the most damaging to me. There were times when police were called by his neighbours, and I felt that a hand was reaching out, but I couldn't grab on.

I felt so isolated from everyone around me and I thought I'd be betraying him if I spoke to someone we knew. I called a helpline anonymously and was given some advice around the practical steps I could take to separate from him, keep safe, as well as my legal options. For the first time, I felt I had options. I still didn't

feel able to take them, but I felt more powerful knowing what I could do.

I tried to leave four times. A couple of times I went to my Mum's, but I didn't tell her why I was there. Every time I left, my phone wouldn't stop ringing, or I would hear from neighbours that he visited my flat. Each time I went back, I would draw a line under everything that had happened before. I told myself that he was apologetic after I'd left or after he'd been violent, and I thought it would get better. When I left for two days and didn't answer his calls, he was so angry at me and wasn't apologetic at all. The mask had slipped, and he tried to suffocate me. It wasn't the first time, but it was the worst time. Everything went black and I stopped breathing. I thought to myself: 'If I tell myself this needs to get worse before I leave, he will kill me.'

After that incident, I called a professional domestic abuse service and got a hotel as an emergency. The next day, I met with a professional to make a plan to keep safe and access support. I was helped to get emergency accommodation while I took out a non-molestation order, changed my number, and got a new tenancy somewhere he didn't know. I felt angry that there were things I had to give up, but knowing there were people who could help me and who believed me was so important

to me. Most of all, I knew I would now be safe.

I would encourage anyone who feels unsafe in their relationship or even just uncomfortable, to seek support and make a safe plan for yourself before you leave. Find out what help is available, whether it's agencies, local services, friends and family or the community. There are people who can help you through it.

I feel so different from who I was before the relationship, and also who I was in the relationship. It has been hard work, it took a really long time to unlearn a lot of the behaviours I had picked up trying to survive in that relationship. I have had to re-train my brain into knowing what a healthy relationship is, what's normal, and even just the truth about what happened. Speaking to people about it is extremely empowering and knowing I have come out on the other side makes me so proud of myself.

If you or someone you know is experiencing domestic abuse, the contacts below provide information, advice and support:

Wandsworth Safety Net
(020) 7801 1777

National 24hr Domestic Abuse
Helpline: 0808 2000 247

In an emergency call 999.



The Hazelhurst Mural

Housing Community Champion case study: Hazelhurst Estate

Housing Community Champions can come in many forms, whether it's a community gardener, a keen organiser of community events or somebody who volunteers their time to help older people on their estate.

With the support of local residents, Housing Community Champion, Michelle Buckland, successfully bid for Small Improvement Budget funding for improvements at Hazelhurst Estate.

The bid was submitted as part of a project by local residents to make their estate more colourful, green and welcoming. Residents worked in partnership with Smallwood School, the Work and Play Scrapstore charity based on the estate and the council.

Residents were asked for ideas at the annual Hazelfest Festival and the following improvements were identified:

- Clear and re-plant the area around the children's playground to make it more open and welcoming for children to use
- Install a mural created by local adults and children with the help of a local artist (pictured above)
- Spruce up the corner of Foss Road and improve the uneven paving slabs with new planters (pictured right)
- New planters by Colnbrook Court.



The work is much loved and appreciated by the Hazelhurst Estate community. A resident told us: "The murals have really brightened up the area", and others have mentioned the increased community feel that has been generated by residents coming together to help with the projects.

Residents' Conference 2020

The council recently asked for your views on its draft Resident Participation and Consultation Strategy which sets out how you can get involved with decisions about your housing and your local community.

Thank you to everyone who responded to the consultation, your feedback is being analysed carefully and will help inform the final version of the Strategy which is due to be published early next year.

The council will launch the Strategy at a residents' conference at the Civic Suite next year.

The conference will provide an opportunity for training, workshops and networking. Residents' associations will be invited directly, but if you are thinking about setting up a residents' association or would like to get more formally involved in the work of the housing department contact your resident participation officer to reserve your space (contact details can be found on page 13).

Please note that spaces are strictly limited and will be offered on a first come basis.

community news

Bisley House residents enjoy the festivities



Double celebration at Bisley House

Residents at Bisley House in Southfields had two reasons to celebrate at this year's annual get-together in August. Bridget, the residents' association chair, and her husband Vincenzo marked their golden

(50th) wedding anniversary and another local couple Valeria and Ryan celebrated their recent marriage. The community get-together had a great turnout, with residents from nearby Esher Gardens also attending and enjoying the festivities.

Bridget said: "This year's celebration, which coincided with the Prudential Cycle Race, was a bit different in that two couples were celebrating at each end of their married lives, ours after 50 years and Valeria and Ryan who were newlyweds. A lovely day was had by all who participated."



Golden Anniversary: Bridget & Vincenzo Conigliaro



Community Fun Day

An egg and spoon, sack race and apple bobbing brought together Convent Coop and Francis Snary Lodge residents both young and old as part of a Community Fun Day in June.

Some tried bingo for the first time whilst others raced around the Convent grounds in the treasure hunt. The 'dog most like its owner' competition provided fun for four-legged residents too!

The day was the culmination of the consultation phase in developing the Coop's first business plan. Findings from the residents' survey were presented and at the same time residents consulted on what community activities they would like to make happen and key priorities to focus on.

Tell us about your festive events

The festive period is a time which brings communities together, and we are always keen to hear about events run by our residents - whether it's Christmas carolling, a pantomime or a resident association party.

You can send your festive stories and snaps to the Resident Participation Officers or by emailing hms@wandsworth.gov.uk.



Kambala Cares heads to the seaside

In July, the Kambala Cares Project organised a day out to the seaside resort of Littlehampton, West Sussex. Individuals and families from different backgrounds attended. Attendees were aged two to 90, including older people from St Peter's Church, Battersea, and local charity Katherine Low Settlement. Representatives from SEN Talk, who provide support to families with autism and ADHD, and service veterans from the Oswald Stoll Mansions in Fulham also came along as volunteers. The chairperson of the Kambala Estate Residents' Association, Donna Barham said: "It was a great day, with people from all walks of life enjoying themselves. We are all very proud to have organised an amazing day for a truly mixed group."

The Kambala Cares Project is a residents' association-led community project group based on the Kambala Estate in Battersea. For more information on the group and upcoming initiatives and events, please visit: www.kambala.org.uk/topic/kambala-cares-project.



Do you know about our Housing Community Champions Scheme?

The Housing Community Champions Scheme recognises the valuable work of residents in their neighbourhood and helps support their community work. Housing Community Champions can come in many forms, whether it's a community gardener, a keen organiser of community events or somebody who volunteers their time to help older people on their estate.

If you know a community champion in your area, contact your Resident Participation Officer to nominate them for their work. Resident Participation Officer contact details can be found below.

Your resident participation team

There are a variety of ways to get involved in your community and decisions about your housing.

Speak to your resident participation officer.



Foday Kamara
Southern Team
(020) 8871 8639
fkamara
@wandsworth.gov.uk



Jo Baxter
Central Team
(020) 8871 8694
jbaxter
@wandsworth.gov.uk



Lee Bushell
Eastern Team
(020) 8871 8638
lbushell
@wandsworth.gov.uk



Sarah Stevens
Western Team
(020) 8871 5505
sstevens
@wandsworth.gov.uk

Introducing...

In August, the Eastern Area Team welcomed Lee Bushell to their team as the new Resident Participation Officer (RPO).

A familiar face around the council, Lee previously worked in Estate Services for 15 years before joining the Eastern Area Team. Homelife caught up with Lee in October to chat about his new role.



Q: Hi Lee, you previously worked in Estate Services for 15 years – what was your favourite aspect of that role?

A: There are so many aspects within Estate Services, it's difficult to say. Maybe it's just that, the variety of the role. Estate Services is such a diverse, unique and vital section and it communicates with almost all other council teams and of course the public. Being a 24 hour service, Estate Services are heavily relied upon and that gives you a feeling of job satisfaction.

Q: What attracted you to the role of RPO?

A: Personally, it gave me a chance to develop my knowledge of housing and broaden myself as an individual to enhance my career. I had worked closely with other RPOs throughout my time with Wandsworth, and always admired their relationship with the community and their desire to improve their environment. The role is about giving something back to the community and achieving together, I share that desire with Wandsworth and wanted to be part of that.

Q: What are your main ambitions whilst in the role?

A: New jobs offer an opportunity to improve the role and make it your own. Whenever my time as an RPO ends - if I could look back and identify an occasion where I have contributed towards improved communication and relationships between our residents and Wandsworth Council, I will be satisfied.

Q: Are there any policies or projects for Wandsworth residents which have caught your eye during your first few months in the role?

A: Starting this role comes at a good time with the recent review of the participation structures in Wandsworth, and I'm particularly looking forward to helping to implement new initiatives and priorities outlined in the upcoming Resident Participation and Consultation Strategy.

Q: Finally, describe yourself in three words

A: That's not possible {smiles}.

Lee would love to hear from residents about ideas for community initiatives and projects. Lee's contact details, along with his fellow RPOs, can be found on page 13



(L-R) Shirley Price, Marlene Price, Cllr Jane Cooper, Joan Lagendijk, Tina Jones

Mayor recognises long-term community involvement

In October, Wandsworth Mayor Cllr Jane Cooper welcomed long-serving residents' association (RA) representatives to the Town Hall for a spot of tea.

Shirley Price, Marlene Price, Joan Lagendijk and Tina Jones were invited to tea to recognise their commitment. They have worked tirelessly on behalf of their fellow residents and shown a true community spirit.

Shirley has sat on the Putney Vale RA committee since 2009. Marlene has served the Scholey House RA since 1984 and also holds the position of Vice-Chair on the Borough Residents' Forum, the council's highest resident body. Joan formed the Yew Tree Lodge RA, the borough's first sheltered housing residents' association, over 20 years ago. Tina has served on the Stroud Crescent RA committee for 10 years.

The afternoon tea was also attended by Director of Housing and Regeneration, Brian Reilly and the Leader of Wandsworth Council, Cllr Ravi Govindia, stopped by to pass on his congratulations for their long service to their communities.

Cllr Jane Cooper, the Mayor of Wandsworth said: "RAs bring many benefits to the community and it's wonderful to see them thriving year after year. It was a pleasure to sit down with Shirley, Marlene, Joan and Tina and hear about their experiences and the work they have been involved in over the years."

sheltered housing news



Connecting James Searles Lodge

Tenants at James Searles Lodge Sheltered Housing Scheme in Battersea are now online with their own computer in the communal clubroom. This was provided and installed by Community Fibre.

They were able to upgrade the computer with a webcam provided by their residents' association enabling them to use Skype and communicate with family all over the world.

The council's Community Development Team also arranged for 1:1 coaching sessions to boost their confidence and develop their IT skills.

The residents have enjoyed this opportunity to learn new skills including how to book holidays online, keep in contact with family and friends on Facebook, listen to music and watch films.

Gaiya Ventura (pictured) said: "I have never had the confidence to use a computer before and am excited to learn how to use it for the first time and to be able to Skype my family back home in the Philippines."



L-R: PCSOs Noel Perkins, Dorota Wojnowski, Don Lopes (in costume), Sam Williams

Remembering PCSO Noel Perkins

The council has been saddened by the death in September of PCSO Noel Perkins. Noel was a well-liked member of the local police team and was known

and respected within the wider Wandsworth community. Noel was a regular presence at local school and community events, and often visited the borough's sheltered housing schemes. Noel also arranged many crime prevention talks focusing on scams and personal safety for older people within the community, including a coffee morning with sheltered housing residents at Francis Snary Lodge in Wandsworth shortly before he died (pictured).

Noel was a dedicated PCSO, respected by both colleagues and local residents alike, and will be missed. The council extends its deepest condolences to Noel's family, friends and colleagues at the Putney Safer Neighbourhood Team.



Jaco and the fancy dress winner, Serena



Great times with the Contact Club

The Contact Club is run in partnership with Katherine Low Settlement's Elders Team and Dimson Lodge Members. It is run fortnightly at Dimson Lodge, 141 Battersea Church Road, every other Tuesday 1pm - 3pm.

The programme of activities is developed with members. Recently these have included a trip to Brighton, afternoon tea, sing-a-longs, bingo, quizzes, history talks and chair exercise sessions. Guest speakers covering a wide range of health and social care topics are invited to speak and there are creative projects in partnership with local organisations. The building is fully accessible and wheelchair-friendly.

The Contact Club are a friendly bunch, always open to new ideas and activities. Come and join for some fun and friendship! The sessions are open to people over 60 in the Battersea area. There is a yearly membership charge of £10 plus a small donation at each session towards refreshments and activities.

For further information call 020 7223 2845.

Chef for the day: Winston



Caribbean Celebration

In August the Manresa Clubroom on the Alton Estate in Roehampton held a Caribbean Reggae day event, bringing all cultures together for a feast of tropical foods beautifully made by Manresa's very own tenant/chef Winston Ellis.

An impressive array of fancy dress was on display, and the winner was the fabulous Serena Martin who really rocked a feather-boa! Thanks to Winston and the Sheltered Housing Officers at the Alton, for their contributions to what was a great day for all involved.

Fulham FC memories and light activity



The Fulham Football Club Foundation delivers light sporting activities for older adults aged 50+

Wednesdays 1.00pm–2.30pm. Classes are FREE and there is no need to book, come along to: Grosse Way, Dover Park Drive SW15 5DQ.

Please call on 020 8788 9381 for more information.

Art at Ashburton

On recent Wednesday afternoons, the Ashburton Sheltered Housing Scheme in Putney has been visited by a tutor from South Thames College, who runs a subsidised arts and crafts session for Wandsworth residents during term-time.

The ten-session course is designed to give students freedom to express their thoughts, emotions and artistic ability through hands-on creative design, discussion, questions and answers without the stress of tests or examinations. This gives free reign and outlet to their creative imagination, to expression of feeling in colours as well as learning basic techniques of drawing, water colour, acrylics, crayons, and pastels.

It allows each participant to contribute - and often sell - their work at exhibitions like the biannual Art and Soul exhibition at the Orleans House Gallery in Twickenham, which devotes shows of work to celebrate mental and emotional well-being. Students' works have often been



shown and sold to the public; one student's Art and Soul exhibit was published in the gallery's ARTS brochure, and works have been exhibited in Christie's Kensington Auction House. Students from the course have also contributed to the following shows over the years:

- Putney Public Library
- Putney Arts Theatre
- Heathside Resource & Learning Centre, Roehampton (now defunct)
- "Together" in Old Street, London
- Wandsworth Town Hall.



ROTARY

Christmas Day

Christmas Day lunch and entertainment for elderly people in the Borough of Wandsworth

HELD EVERY YEAR IN THE CHRISTMAS EVENTS MARQUEE IN BATTERSEA PARK.

TRANSPORT PROVIDED FOR EVERY ELDERLY GUEST.



If you are over 65 or you know of an elderly person who would like to come on Christmas Day please call: 020 7223 8005 Note: new number
and we will send you an Application Form



Rotary
Battersea Park

Event organised by Rotary for our local elderly since 1962

Registered Charity
No. 1079583

DONATIONS ARE VERY WELCOME
(the event is funded by donations from local residents and businesses)
It's easy to give. Please go to JUST GIVING at www.justgiving.com
IF YOU WISH TO HELP MAKE THIS A SPECIAL DAY FOR OUR GUESTS...
Please go to our website for info and to register as a volunteer: www.rotarychristmasday.org

Top tips to keep warm and cosy this winter

Keeping well means being able to do more and keep your independence. Being cold isn't just uncomfortable, it can be very bad for your health. Sitting or sleeping in a cold room is not good for you: it can increase the risk of heart attacks, stroke, breathing problems, chest infections and falls or injuries.

Follow these tips to keep you and your family warm and well at home over the winter months:

- If you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C (65F)
- Keep your bedroom at 18C all night if you can - and keep the bedroom window closed
- Wear a few layers of thin clothing rather than one thick layer; this will trap the heat better
- Cover yourself with a blanket or shawl if you are sitting for long periods
- Draw curtains at dusk and keep doors closed to block out draughts
- Get your heating system checked regularly by a qualified professional.

For more information visit: www.nhs.uk/live-well/healthy-body/keep-warm-keep-well

Protect you and your child against measles

Parents are reminded that they must ensure their child is fully vaccinated if they are to be protected against measles, and a series of catch-up clinics are being held in December and January.

Measles is a highly infectious and potentially life-threatening disease, and figures show an increase in cases across the country, including Wandsworth.

Vaccination against measles is provided as a combined measles, mumps and rubella (MMR) vaccine that has shown to be both safe and effective. The full course of MMR vaccination requires two doses. The first injection is administered on, or within a month, of the child's first birthday and the second injection is administered before starting school (three years four months old or soon after). Children and adults who have missed, or partially completed, the MMR vaccination can have a 'catch-up' MMR vaccine through their GP.

You or your child will not be fully immunised against measles if you or they have not received both doses. If your child has not received the MMR vaccine or missed the second dose this can be provided by your local GP free on the NHS.

The Wandsworth School Age Immunisation Team are also able to offer the MMR vaccine. Information on this will be included in the letter all parents and carers receive when their child is in Year 8 (for the human papilloma virus vaccine) and Year 9 (for the meningitis vaccine called MenACWY, and DPT for diphtheria, polio, and tetanus).



To give your consent for your child to receive the MMR, contact your school or request a consent form from the Wandsworth School Age Immunisation Team - email hrch.immunisationteammailbox.wandsworth@nhs.net or call 020 3903 3374.

The team is also running catch-up sessions: **December 19, January 9, 3.15pm - 4.30pm, York Garden's Children's Centre, Lavender Road, Battersea, SW11 2UG**

They will target Year 8 and 9 but will be happy to vaccinate children aged one year plus and young people who have missed one or both of their MMRs. For these sessions please book an appointment a few days before using the Immunisation Team contact details above.

Please see your GP if you are in any doubt as to whether you or your child are up to date with all your vaccinations - not just the MMR vaccination. Please see these NHS pages for further information on Measles and the MMR vaccine www.nhs.uk/conditions/measles and the range of other vaccines you should receive www.nhs.uk/conditions/vaccinations.

Keeping Children and Vulnerable Adults Safe

Picking up the phone to report a concern about a child or a vulnerable adult can be a difficult decision to make, but it is important that you report any worries you have that a child or adult is a victim of abuse or neglect.

You might not be sure of what you've seen or heard, or whether it is abuse or neglect, but reporting it means that a professional can check out the situation. Abuse and neglect can take many forms including emotional, financial, physical and sexual.

Some examples are: a young child being left at home alone; a vulnerable adult not being cared for properly or not being able to look after themselves; a child under the age of 18 being sexually exploited (this could be in exchange for alcohol, drugs or gifts); a vulnerable adult's money being controlled by someone else; a child witnessing domestic violence and abuse.

Concerns can be reported anonymously.

Report concerns about a child/young person to the Multi-agency Safeguarding Hub (MASH):

- 020 8871 6622 (weekday 9am-5pm)
- 020 8871 6000 (after 6pm and weekends).

Email: mash@wandsworth.gov.uk

For further information please visit www.wscb.org.uk.

Report concerns about an adult to the Access Team:

- 020 8871 7707 (weekday 9am-5pm)
- 020 8871 6000 (after 6pm and weekends).

Email: accessteam@wandsworth.gov.uk

For further information please visit www.wandsworth.gov.uk and search for 'safeguarding adults.'

Are you entitled to a free flu vaccination?

Flu (Influenza) can be unpleasant, but if you're otherwise healthy, it'll usually clear up on its own within a week or so.

Flu can be more severe in certain people, such as those over 65, pregnant women and those with underlying health conditions. For 2019/20 the following are eligible for free flu vaccination:

- Those aged 65 years and over (born on or before 31 March 1955)
- All children aged 2 to 10 on 31 August 2019
- Pregnant women
- Those aged 6 months to under 65 years in clinical risk groups (such as diabetes, underlying neurological conditions, kidney or liver disease, sickle cell, HIV, long-term heart or respiratory disease including asthma and COPD)
- Carers
- Those in long-stay residential care homes
- Close contacts (workers/relatives) of individuals with a weakened immune system
- Front line NHS health or social care workers including those working in care homes (it is your employer's responsibility to arrange vaccination for you at your workplace)
- Social care and hospice workers (available through community pharmacy

or their registered general practice. This scheme is intended to complement, not replace, any established occupational health schemes that employers have in place to offer flu vaccination to their workforce).

There are a number of types of flu vaccines and those needing to be vaccinated will be offered the one that is most effective for their age. In most cases adults will be offered an injected vaccine whilst children will be offered the vaccine as a nasal spray. In Wandsworth all school children from Reception to Year 6, will have the nasal spray vaccine in school as part of the national NHS vaccination programme, specialist immunisation nurses will be attending all schools.

For eligible adults they should contact either their local pharmacist or GP. Please see your GP if you are in any doubt as to any medical conditions that you may have, so they can assess you and any risks that may be involved.

For further information on the flu vaccine www.nhs.uk/conditions/vaccinations/who-should-have-flu-vaccine.

Keep warm and well this winter

Wandsworth and Richmond Assessment Point (WRAP) is a one-stop support service for vulnerable residents to help them stay warm for less. The service involves a home visit to check bills and tariffs with free energy and water saving measures as well as assessments for grants and health and wellbeing services. To check if you're eligible, please call Thinking Works, on **0800 118 2327**, text: **07928 394 482** or email: enquiries@thinkingworks.co.uk or go to their website: www.thinkingworks.co.uk/wandsworth-wrap

Leonard Cheshire Disability can support anyone who is in need; younger and older people, families and the homeless. We can provide a winter warm bag, hats, scarves, gloves, food, bed linen, blankets, kettles and microwaves throughout the winter months. For further information or support please call on **(020) 7223 0350** or email: winterservices@leonardcheshire.org

Help with heating costs. You may be able to claim financial and practical help with heating your home. Grants available include the Winter Fuel Payment www.gov.uk/winter-fuel-payment and the Cold Weather Payment www.gov.uk/cold-weather-payment.

Public Health England

NHS

Are you 65 and over, pregnant or have a long-term health condition?

You are eligible for a free flu jab. Speak to your GP or pharmacist today.

HELP US HELP YOU
STAY WELL THIS WINTER

nhs.uk/flu-vaccine

Richard Pile, GP

Grenfell Public Inquiry - Phase 1 report published

On the 30 October 2019, the Grenfell Public Inquiry published its Phase 1 Report.

This first report mainly deals with the events that took place on the night of the fire, but also includes a variety of recommendations for public landlords around fire safety in blocks such as making sure fire doors are fully compliant.

This council is committed to ensuring that our buildings are safe and residents feel confident with the building safety measures in place, and ongoing steps are being taken to improve fire safety in our buildings.

The Grenfell Tower Enquiry Phase 1 report can be accessed here: www.grenfelltowerinquiry.org.uk/phase-1-report.



Balcony safety

Residents are reminded of the risks associated with the presence of combustible materials on balconies.

Balconies can offer an alternative means of temporary refuge in the event of a fire if the main exits from the dwelling are inaccessible. However, the misuse of balconies can also be the cause of fires.

Smoking, the use of barbecues and storage of flammable property on balconies all increase the risk of a fire, which can spread to adjacent balconies and inside the building itself. The tenancy and lease conditions do not allow flammable items to be stored on balconies. A significant number of balcony fires start from the unsafe disposal of smoking materials and the misuse of barbecues. Section 16 of the council's Tenancy Conditions makes it clear that residents are not allowed to use barbecues on their balcony. Residents must also avoid using the space for storage of any items that could accelerate a fire.

If you have concerns about the use of a balcony on your block or estate, please contact your area team.

FIRE SAFETY Front Doors

Photo ©CoffeeKai

Having a working door closer on your front door is a crucial safety measure to stop the spread of fire and smoke.

Residents should make sure that the front door of their property has a working closer installed, enabling the door to shut automatically. In the event of a fire in a flat, a closed fire door slows down the spread of fire to other parts of the building. It also reduces the spread of smoke into lobbies and stairs which is your escape route from the building.

Tenants should not make any alterations to their doors, including removal or adaptation of door closers. Any faulty or defective fire doors or door closers should be reported to the relevant area team (area team contact details can be found on page 2).

Leaseholders must ensure that the front entrance door fitted to their property is compliant with the relevant building regulations at the time the door was fitted or altered. The door must also have a working door closer.

For more information, the council has issued a Fire Resistant Front Door Information Sheet for Leaseholders, which can be accessed at: www.wandsworth.gov.uk/housing/council-tenants-and-leaseholders/safety-in-the-home/fire-safety-in-council-homes.

Large print version

Copies of this issue of Homelife are available in large print format contact (020) 8871 6800 or email: hms@richmondandwandsworth.gov.uk