

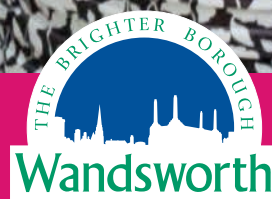
# Home *life*

Wandsworth Council's housing newsletter [wandsworth.gov.uk/housingnews](http://wandsworth.gov.uk/housingnews)



## 50 years of resident participation celebrated page 6

- Council support to help residents through the cost-of-living crisis page 4
- Work Match supporting residents into work page 24
- Annual Housing Report page 11-21



# Useful contacts

There is a range of housing services and information available on our website [www.wandsworth.gov.uk/housing](http://www.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@richmondandwandsworth.gov.uk](mailto:hms@richmondandwandsworth.gov.uk)

**Joint Control Centre (formerly known as Wandsworth Emergency Control)** (housing emergencies, out of hours) 020 8871 7490

### Home Ownership

[housesales@wandsworth.gov.uk](mailto:housesales@wandsworth.gov.uk)

### Downsizing options

[allocationteam@wandsworth.gov.uk](mailto:allocationteam@wandsworth.gov.uk)

### Landlords looking for tenants

[privatelandlords@wandsworth.gov.uk](mailto:privatelandlords@wandsworth.gov.uk)

### Details of how to make a complaint are on our website at

[www.wandsworth.gov.uk/complaints](http://www.wandsworth.gov.uk/complaints)

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

■ For properties across the borough where heating is supplied by a **central communal boiler**.

#### Smith & Byford

020 8722 3431 or 0808 196 1791  
CommercialServices  
[@smithandbyford.com](mailto:@smithandbyford.com)

■ **Battersea, Central Wandsworth and Earlsfield** with an individual domestic heating system.

#### PH Jones

020 3657 0304 or 0333 004 2333  
[wbc repairs@phjones.com](mailto:wbc repairs@phjones.com)

■ **Putney, Roehampton and Tooting** with an individual domestic heating system.

#### T Brown

0800 977 8472 or 020 8786 1244  
[repairs@tbrown.com](mailto:repairs@tbrown.com)

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

## Report It App

You can report issues directly to the housing department through the council's app!

This is a quick and easy way to tell us about any issues with cleaning, gardening and maintenance on your estate.

Report it in just three easy steps:

- 1 Choose your location
- 2 Take a photo
- 3 Choose the council housing estates category

Once you've submitted your report, it will go straight to our dedicated estate services team to be dealt with.

Search for Wandsworth Report It on the Apple, Android or Windows app store

Find out more at [wandsworth.gov.uk/reportitapp](http://www.wandsworth.gov.uk/reportitapp)





## Welcome to the autumn edition and my very first issue of Homelife

Following the election in May, it's an absolute pleasure to sit as Wandsworth's new cabinet member for housing. I really look forward to working with council residents to make the changes you'd like to see happen.

This issue sets out how the council will support local people through the cost-of-living crisis (page 4 and 5) and continue the council's work to make our home's warmer and more energy efficient alongside improvements to help us meet our climate targets (page 8 and 9).

We saw during the Covid-19 pandemic just what an important role Residents Associations play in

providing services and support to tenants across our borough and helping them to continue that work is essential.

I particularly enjoyed visiting Happy Streets this summer (I've been going for a few years now!) and I hope everyone else who attended had a great day and enjoyed the variety of events which took place.

I hope you enjoy this issue of Homelife. If you have any suggestions please contact me by email on [hms@richmondandwandsworth.gov.uk](mailto:hms@richmondandwandsworth.gov.uk).

**Cllr Aydin Dikerdem**  
Cabinet Member for Housing



## Her Majesty Queen Elizabeth II 1926-2022



I'm sure that residents will share the nation's sadness over the death of Queen Elizabeth II and our thoughts are with her family at this most difficult of times.

Queen Elizabeth II ruled for longer than any British Monarch and it feels as though she has been a constant presence throughout our lives and that void generates feelings of loss and reflection.

Wandsworth Council joined the rest of the country in the period of national mourning with flags flying at half-mast in addition to holding its own memorial service at St Mary Magdalene Church, Tooting.

Brian Reilly  
Director of Housing and Regeneration

# Support for local families through the cost-of-living crisis



The council has unveiled a package of support to help local people through the cost-of-living crisis.

Households across the borough will be feeling worried about the cost-of-living crisis. There are various ways that the council and local organisations can help struggling families at this time, including:

- **Discretionary energy rebate scheme** – The government has announced that all households in Council Tax band A-D properties would be eligible for a £150 non-repayable payment, the Council Tax energy rebate. Funding has been set aside for local authorities to support households not eligible for the mandatory scheme but in need of help with their energy bills. Applications must be received by Monday 31 October 2022. For any enquiries regarding the energy rebate, please email [energy.rebate@wandsworth.gov.uk](mailto:energy.rebate@wandsworth.gov.uk).
- **Crisis Assistance for food and fuel** - Crisis payments are awarded to cover short-term needs which prevent serious risk to the health and safety of a person or their family. The payments are intended to meet one-off needs rather than on-going expenses and are provided through supermarket vouchers that can be used for groceries and fuel vouchers for pre-payment meters.
- **Discretionary housing payments** – Payments are for people receiving Housing Benefit or Universal Credit, including a housing element, who require further financial assistance with housing costs because their benefit does not cover their full rent. The scheme is not part of normal Housing Benefits or Universal Credit and is awarded at the discretion of the local authority. The money comes from a cash limited fund and so an award of DHP is usually only paid for a limited period.
- **Council Tax reduction (CTR)** - CTR is to help people who are on a low income to pay part or all of their council tax. If you qualify for Council Tax reduction this will be paid into your Council Tax account reducing the amount you have to pay.
- **Financial inclusion team** - The financial inclusion team provides benefits, budgeting and debt advice to council tenants who are having difficulty paying their rent. If you are struggling to pay your rent, please let your Rent Collection Officer know.
- **Community care grant** - The scheme provides discretionary support to the most vulnerable Wandsworth residents who are experiencing hardship and crisis. Awards are made from a limited budget and can provide support by way of furniture (e.g. beds) and white goods (e.g. fridges).
- **Free school uniform** - If you are in receipt of free school meals and your child moved into reception or year 7 in September 2022, you are entitled to help towards the cost of a school uniform. This Voucher will be worth £31

if you are moving into reception and £150 if you are moving into secondary school. If you are a Wandsworth resident and believe you are eligible for Free School Meals and have not received an email voucher, then please contact:

**[voucherandholidaysupport@wandsworth.gov.uk](mailto:voucherandholidaysupport@wandsworth.gov.uk)**

- **Wandsworth foodbank** – For emergency food, support and advice head to wandsworth. [foodbank.org.uk](http://foodbank.org.uk) or call 020 7326 9428. If you are in financial crisis you can also call the free national helpline on 0808 2082138.
- **Tooting community kitchen** – Provides support for the homeless and disadvantaged, the kitchen runs a weekly food stall outside Tooting Market. **[www.tootingcommunitykitchen.co.uk](http://www.tootingcommunitykitchen.co.uk)**

The online Wandsworth Cost of Living Hub has been set up to help people find support during the cost of living crisis, including advice on bills, finances, mental health, food and support for families.

Visit **[wandsworth.gov.uk/cost-of-living-hub](http://wandsworth.gov.uk/cost-of-living-hub)**

If you are currently living in a council property which is too big for your family and worried about your energy bills, you may wish to consider downsizing.

If you are interested, please contact our team on 020 8871 6161 or [downsizing@wandsworth.gov.uk](mailto:downsizing@wandsworth.gov.uk).

# Government support available

There are government schemes in place to support households through this cost-of-living crisis. For information on what government help is available and for all the schemes mentioned below, head to [www.costoflivingsupport.campaign.gov.uk](http://www.costoflivingsupport.campaign.gov.uk)

Here are some of the government schemes available to support people with rising energy costs:

## Cost of Living Payment's

The government has three different types of payment depending on your circumstances:

- **Cost-of-Living Payment** - a payment of two lump sums £326 and £324, with one having been paid in July and another payment planned for Autumn 2022. To qualify for this payment you must be on low-income benefit or tax credits. This will be paid through an automatic payment.
- **Disability Cost of Living Payment** - those who qualify for a disability benefit will be entitled to a lump sum payment of £150. The payment should have been made in September 2022.
- **Pensioner Cost of Living Payment** - those who are entitled to a Winter Fuel Payment for winter 2022 to 2023 will get an extra £300 for their household paid with your normal payment from November 2022. This will be in addition to any Cost of Living Payment provided

to those who are on benefit or tax credits. The full amount of Winter Fuel Payment you will get for winter 2022 to 2023 will depend on the households circumstances.

These payments are not taxable and will not affect a person's benefits or tax credits.

## Warm Home Discount

Warm Home Discount is a one-off payment to reduce eligible customers' bills over the winter months. This winter the payment is rising from £140 to £150. The money won't be paid directly - it'll be added as credit to your electricity account. This usually happens between October and April.

To qualify, you or your partner must have an account with a participating electricity supplier, and one of you must claim qualifying benefits, including:

- you get the Guarantee Credit element of Pension Credit - known as the 'core group'
- you're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'

The government will assess your energy costs based on the type, age and size of your property. If you think the assessment is inaccurate, you can challenge it. The government will assess your eligibility on a specific date, known as the 'qualifying date', which is normally in July. Households will get Warm Home Discount automatically and the discount will not affect your Cold Weather Payment or Winter Fuel Payment.

## Cold Weather Payment

The Cold Weather Payment is a £25 payment for each seven day period of very cold weather between 1 November and 31 March. Payment is made when the average temperature in your area is recorded as, or forecast to be, zero degrees celsius or below over seven consecutive days.

The Cold Weather Payment is available for those on benefits including Pension Credit, Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Universal Credit, and the Support for Mortgage Interest. You do not need to apply. If you're eligible to get a Cold Weather Payment, you'll be paid it automatically.

## Winter Fuel Payment

The Winter Fuel Payment is an automatic payment for people who either get the State Pension or get another social security benefit (not including Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit).

To be eligible, you need to be born on or before 25 September 1956. You could get between £250 and £600 to help you pay your heating bills. The amount you'll get includes your 'pensioner cost of living payment'. This is between £150 and £300. You'll only get this extra amount in winter 2022 to 2023. This is in addition to any Cost of Living Payment you get with your benefit or tax credits.



## 50 Years of resident participation

In August, the Mayor of Wandsworth, Councillor Jeremy Ambache, welcomed residents involved with engagement in the borough, including representatives of 24 resident associations and resident management organisations (RMOs), in celebration of 50 years of resident participation.

Residents' association and resident management organisation representatives, housing community champions, officers from the housing and regeneration department, and councillors attended the event to thank people for their continued engagement over the last 50 years.

The Mayor of Wandsworth, Director of Housing and Regeneration Brian Reilly and Vice Chair of the Borough Residents Forum Marlene Price gave speeches to celebrate the remarkable milestone and all that has been achieved through effective resident engagement in the borough.

The Mayor spoke about the first residents housing panel, established in 1971 as the birth of resident engagement and how much the structures and role has changed since then, becoming increasingly more inclusive and diverse with a balanced split between leaseholders and tenants involved in order to deliver for local residents.

The past two years have been very challenging for residents and have required resident associations, RMOs and housing community champions to adapt in order to continue to bring together and represent their local communities.

The Mayor congratulated residents' work during this time: "An inspiring example of this was demonstrated by the resident management

organisations who had obtained volunteers to make food deliveries to vulnerable residents and had partnered with City Harvest so that weekly free emergency food was delivered to resident estates. This is resident engagement at its very best."

Marlene Price said: "It is very important that our estates have a residents association. There are many that do not and without their unified voice it is so difficult to get things done for the benefit of all of their fellow residents."

Brian Reilly showed his appreciation for residents' commitment, from the humble start of resident participation and its development to now include robust participation structures that provide opportunities for engagement at all levels.

"Our work is ongoing and there is more we need to do and to look forward to. For instance, continuing with our response to the Government's Social Housing White Paper, and ensuring we are doing everything in our power to strengthen the residents' voice and supporting residents to hold the council as their landlord to account."



## 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.

### Southern Team



**Foday Kamara**  
(020) 8871 8639

[fkamara@wandsworth.gov.uk](mailto:fkamara@wandsworth.gov.uk)

### Central Team



**Siovhán Crombie**  
(020) 8871 8694

[siovhán.crombie@wandsworth.gov.uk](mailto:siovhán.crombie@wandsworth.gov.uk)

### Eastern Team



**Lee Bushell**  
(020) 8871 8638

[lbushell@wandsworth.gov.uk](mailto:lbushell@wandsworth.gov.uk)

### Western Team



**Sarah Stevens**  
(020) 8871 5505

[sstevens@wandsworth.gov.uk](mailto:sstevens@wandsworth.gov.uk)

## Riverside Radio at the Positively Putney's Beacon Day

Riverside Radio were funded to set-up a main stage as part of Positively Putney's Beacon Day, as well as broadcasting outdoors for the whole day.

The team worked with local young bands who got to perform on the outdoor stage to a live audience - and the thousands of people who passed through Church Square that day.

# Tackling the climate emergency



The council has backed an ambitious set of plans to tackle climate change and achieve its target to become carbon neutral by 2030.

The proposals are outlined in a wide-ranging policy paper which has been approved by the council.

Cllr Hogg writes: "The world is facing a global climate emergency. We heard from residents how important tackling this emergency is to them. We have tasked officers to work with pace and urgency across the borough to do everything we can in Wandsworth to mitigate this.

The new policy proposals include:

- Convene a Citizens' Assembly in the Autumn on air quality in order to listen to our residents' views and support them to co-produce an action plan for the future.
- Implementing more school streets to encourage walking and cycling to school.
- Improving road safety around schools to make it safer

for pedestrians and cyclists.

- Providing more bike hangars to offer safe storage for bicycles.
- Delivering more electric vehicle charging points to encourage emissions free motoring.
- Exploring the establishment of an E-bike hire scheme.
- Offering monthly mega skips to ensure fewer vehicle trips to waste disposal sites while reducing fly tipping.

For more information about the council's target to achieve carbon neutral status by 2030 and its proposals to tackle climate change please visit [www.wandsworth.gov.uk/news/campaigns/climate-change](http://www.wandsworth.gov.uk/news/campaigns/climate-change)

Some of the policy initiatives outlined above will be subject to further discussion and committee scrutiny before they can be officially adopted.

## Making homes more energy efficient

170 properties have been made more energy efficient to help save people money.

The council has partnered with Warmfront to improve the energy efficiency of its homes by installing cavity wall insulation.

Warmfront surveyed the council's 33,000 properties to identify the properties that are eligible for cavity wall insulation. By doing this, the department is confident that all council properties eligible have cavity wall insulation installed.

Cllr Aydin Dikerdem, cabinet member for housing, said: "The cost of living crisis is being felt by families across Wandsworth, so it is crucial to make sure our council homes are warm and well insulated in order to protect people from high energy costs.

"Upgrading our homes through retrofitting not only saves people money on their bills, but also protects people's health and wellbeing from cold and damp, reduces fossil fuels use and creates skilled green jobs for the future."





# EV charging points now live

The council is trialling 10 standalone Electric Vehicle (EV) charging points at the Fitzhugh Grove Estate, with two points outside each of the five blocks.

The charging points were installed by Connected Kerb, one of the UK's leading providers of EV charging infrastructure.

To use the charging points residents will have to download the free Connected Kerb app and pay per charge. To download the app, head to [connectedkerb.com/drivers](https://connectedkerb.com/drivers). The tariff is set at a flat rate of 25p per kWh which is competitive pricing at the moment due to the rise in energy prices.

Usage data will be monitored, and a survey of residents will be undertaken later this year to assess how residents have been using the charging points, and what impact the installation has had on the likelihood of them purchasing an EV vehicle.



Once findings from this trial have been reviewed, officers will decide which estates to survey next and where we might install more EV charging points.

If you are interested in having a charge point installed in your area, please head to [wandsworth.gov.uk/roads-and-transport/transport/sustainable-travel/electric-vehicles](https://www.wandsworth.gov.uk/roads-and-transport/transport/sustainable-travel/electric-vehicles) to complete an online form.



## TRY BEFORE YOU BIKE

The flexible, affordable, supportive bike scheme



Try out a new or nearly new bike for a monthly fee

Monthly fee from **£10 for kids, £20 for adults, £20 for folding, £50 for electric, £100 for cargo and e-cargo bikes.**

**FREE helmet** with every delivery whether you buy the bike or not

**FREE delivery to your door** by a qualified cycle instructor who will help you get started

Choose from a range of bikes and accessories

**Loving your bike** - buy the bike at a discounted price after your trial. Range of options including interest free payment plan and cycle to work scheme

**Model not for you?** Free collection of your bike and nothing further to pay

Insurance available for peace of mind

For more info visit [peddlemywheels.com/try-before-you-bike](https://peddlemywheels.com/try-before-you-bike)

Peddle My Wheels run the programme on behalf of 



## Community cargo bike hire scheme launched

The "Our Bike" community cargo bike hire scheme has launched in Wandsworth.

The new scheme allows residents and businesses to hire three cargo bikes located in Tooting, Clapham and Battersea for up to two hours each day free of charge.

Residents and businesses can view the bike locations and register their interest now to join the new cargo bikes scheme online at [www.ourbike.co.uk/hire-a-bike](https://www.ourbike.co.uk/hire-a-bike)

If you would like to see a community cargo bike in another part of the borough, email [transportation@wandsworth.gov.uk](mailto:transportation@wandsworth.gov.uk) so we can monitor demand.

# Tips for reducing your energy consumption

The cost-of-living crisis means its more important than ever to reduce the energy we use in our homes to try and save money.

Here are some effective tips to reduce energy consumption in everyday life:

## ■ Switch to LED lightbulbs

LED bulbs can use 10 x less energy than traditional tungsten bulbs. Turn off lights when you are not using them.

## ■ Switch your devices off standby

Turn your devices off at the plug while you are not using your electrical appliances. Consider purchasing a standby saver or smart plug which allow you to turn off your appliances all in one go.

## ■ Wash at a lower temperature

Try washing at lower temperatures, such as 20 or 30 degrees, and reducing your weekly use. You can avoid tumble dryer use through using additional washing machine spins and drying clothes on racks.

## ■ Being kitchen savvy

Avoid overfilling your kettle when making a brew. Try to only run your dishwasher when it is full.

## ■ Keep the heat in

Consider closing the curtains earlier to keep rooms warm.

## ■ Look after your radiators

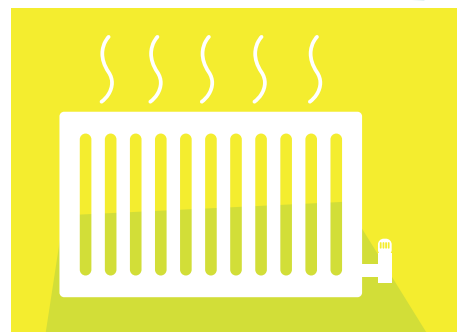
Consider applying reflectors behind your radiators to reflect heat back into the room. If you're feeling creative, you could also cover some card with foil and slide it behind your radiator. Try bleeding the radiators to improve the heat released from them.

## ■ Easy draught proofing measures

Consider applying draught proofing measures to around and at the bottom of doors to keep the cold out. Use your fingers to detect draughts around skirting boards, and windows and block them. DIY kits are available from most local hardware stores.

## ■ Reduce your water consumption

Taking a shower rather than a bath will reduce energy use. When taking showers, reduce your time in the shower to four minutes. Replace washers and fix dripping taps to save water.



# ANNUAL REPORT

## 2021-2022



Welcome to the Housing Annual Report 2021-22 which sets out how well the council's Housing and Regeneration Department (HRD) has performed over the last year.

The start of the year was again dominated by the COVID-19 pandemic with the department focused on the wellbeing of our residents and on ensuring essential services were maintained.

As staff have returned to offices, frontline services have slowly returned to being delivered in-person. Receptions have opened up, visits have recommenced and our housing management division has been able to raise more repair orders, with new contractors having been procured. We have continued to engage with our communities, both in person and, where it benefits residents, online, recognising that this brings its own advantages. In 2022 we celebrate 50 years of resident engagement at Wandsworth and I am looking forward to us being able to mark this important milestone with in-person events.

We have remained committed to our pledge to tackle rough sleeping in the borough by extending our offer to accommodate and assist those sleeping rough, beyond the 'Everyone In' campaign.

We made progress towards our targets, including to deliver 1,000 new homes by 2027. The completion of Mitchell House and Sphere Walk meant a combined total of 117 homes becoming available, with most of the properties let to social housing tenants.

The department has been working hard to contribute to the council's goals to become a carbon neutral organisation by 2030 and zero carbon by 2050. During 2021-22 we created the Housing Green Agenda Steering Group to progress this work.

Fire safety remains one of our top priorities, and during 2021-22 we have worked in close collaboration with the government to ensure we are meeting the obligations as set out in the Fire Safety Act and the Building Safety Act, and we have made great strides towards ensuring all our blocks have received a new Fire Risk Assessment.

In July 2021 we achieved the Domestic Abuse Housing Alliance (DAHA) accreditation, demonstrating that as a department we have robust, effective policies and processes in place when supporting survivors of domestic abuse. We have established 21 Domestic Abuse Champions across our department to ensure service users get the appropriate support, while making improvements to our domestic abuse monitoring IT system and investing in hiring specialist staff to support survivors.

This Annual Report was produced in partnership with a residents' focus group and I'd like to sincerely thank all the participants for their valuable contributions.

To find out more about how you can get involved with matters affecting your housing or join your local residents' association visit: [www.wandsworth.gov.uk/getinvolvedhousing](http://www.wandsworth.gov.uk/getinvolvedhousing)

**Brian Reilly**  
Director of Housing and Regeneration

**The Annual Report tells you how well we have done in five key areas:**

- Home
- Neighbourhood and Community
- Tenancy
- Resident Involvement
- Value for Money

A traffic light system is used within the Annual Report to assess how well we have performed.

- standard met
- standard partially met, some work to do
- work required to meet the standard

## Priorities for 2021-2022 were:

Undertaking a **stock condition survey**

**Improve the efficiency of housing estates** by continuing the move to LED lighting, delivering energy efficiency works to Longhedge Street properties through **grant funding** and by tackling fuel poverty.

Explore options to **install new technologies** to improve energy efficiency in council owned housing including bidding for funding where appropriate.

Deliver the **Wandsworth Decent Homes Plus programme** to improve Wandsworth's homes and estates.

**Progress** the regeneration work.

Continue the programme for **retrofitting sprinklers** in sheltered and hostel accommodation.

Begin a programme of **communal electrical testing and inspections**, prioritised towards blocks of 10 storeys and above.

Gain the **domestic abuse housing alliance accreditation** which recognises best practice in dealing with domestic abuse.

Complete a procurement exercise for **new fire risk assessments** for low rise blocks. Complete FRAs on all 146 high rise blocks.

Deliver the council **1,000 Homes Development Programme**. Meeting delivery plan forecasts by completing 93 units and commence works on 215 new homes. Progress designs on 150 new homes whose works are scheduled to begin in 2022/23.

Supported Housing Delivery – to complete delivery of **95 extra care homes** on two developments at St Johns Hill and Pocklington Court by the first quarter of 2022/23.

Work with partners, including developers registered providers and the planning service to enable the **delivery of 244 affordable homes in 2021/22**.

\*Council residents mean council tenants, council leaseholders and people living in properties managed by a Resident Management Organisation (RMO).  
\*\*Where available figures for the previous year 2020-21 are shown in brackets.

# Home

## We will

- Provide a value for money, timely and good quality repairs and maintenance service for residents and always ensure that necessary health and safety checks are undertaken
- Maintain all homes to the Decent Homes Standard\* as a minimum
- Undertake a programme of Decent Homes Plus\*\* work to improve blocks and estates
- Monitor and report our performance for emergency, urgent and routine repairs, and act where contractors do not meet standards set



## Quality of accommodation

- Meet the Decent Homes Standard and undertake a programme of Decent Homes Plus works.

### How have we met the standard?

- Continued to meet the **Decent Homes Standard** and **invested £17.992m (£20.199m)** to maintain the council's housing stock. Less was spent than the previous year due to difficulties in accessing homes for inspections and repairs caused by the pandemic; with restrictions now lifted, this is expected to rise for 2022-23.
- We undertook further **environmental improvements** to our estates at a cost of **£509,000 (£497,000)**. This included:
  - Completing refurbishment works on Doddington Square
  - Improvements on local playgrounds
  - Starting works at 2 sheltered accommodation schemes
  - Landscaping and additional planting
  - Paving works and a new water feature
- **Started 54 (38) major works projects** including roof renewals, window renewals and external decoration schemes.



Adapted Home at McKinney House

- The Department established the **Housing Green Agenda Steering Group**. This brings together colleagues to drive forward the significant changes needed to deliver the objectives of the **Wandsworth Environmental and Sustainability Strategy**.
- We reviewed our existing policies and procedures around **communal heating systems** in blocks to ensure that when existing systems are due for renewal, consideration is first given to how these can be **replaced with sustainable solutions** wherever viable.
- **Green Homes Grant funding** has been used to complete energy efficiency works at Longhedge Street, SW11, with more works planned to tenanted houses.
- We successfully bid for inclusion on the **BEIS Technical Assistance Pilot**. This provided specialist consultancy services free of charge to develop a strategy for retrofitting our housing stock to improve the energy efficiency, ultimately improving conditions for residents and contributing to the council's sustainability objectives.

\*The Decent Homes Standard is set by the Government and outlines specific criteria that social housing must meet to be considered decent. For more information [www.gov.uk](http://www.gov.uk) (search Decent Homes).

\*\*Decent Homes Plus Standard is Wandsworth Council's own higher standard based on Government guidelines.



## Repairs and maintenance

- Provide an efficient and cost effective repairs service, which gets the job done right the first time.
- Carry out health and safety checks.

### How have we met the standard?

- **£29.3 (£25.9m)** spent on planned and responsive repairs.
- **74% (86%) of repairs** were **completed within target time**.  
Repairs performance has been impacted by supply chain and labour issues resulting from the pandemic. New contracts have been tendered and we are continuing to work closely with the contractors to improve performance.
- **The ongoing repairs satisfaction survey** has now been running for over a year which is allowing us to collate real-time satisfaction data.
- Carried out **annual gas servicing in 99.25% (99.22%)** of tenanted properties that have gas appliances.
- A **cleaning contract** was put in place in April 2020, with contractor performance being measured via inspections from estate service officers who use the approved guidelines as set out in the HouseMark Caretaking and Cleaning Standards. Contractors are graded on a scale of A-D, with the expectation that 90% of inspections will receive a grade B or above. During 2021-22 **97.3%** of inspections were graded B or above.
- We have **procured a new contract** which will enable the council to periodically test the electrics in our tenanted units and communal spaces.
- In August 2021 a programme of **communal electrical testing** and inspections began; this will inform electrical improvement works to blocks.
- We continue to work closely with the Government to implement the requirements outlined in new legislation, namely the **Fire Safety Act and Building Safety Act**, which aims to ensure landlords are keeping their buildings safe from fire.
- A project is underway to install **new wayfinding signage** in all our high rise blocks and to support the Fire and Rescue Service in the event a rescue is required.



Knowles House and Albon House



James Searles Lodge Sheltered Scheme



Residents consultation about Harbridge Square

- **Retrofitting of sprinklers** in sheltered housing schemes is progressing well and we are now in Phase 2. Key achievements are:
  - Fire sprinklers at Kirton Lodge, Doris Emmerton, Carnie Lodge, Edwyn Trayfoot and Homeleigh Court are ready to go live
  - Ripplington Court and Hepplestone Close are nearing completion.
- Since the housing compliance team was established, programmes to complete new Fire Risk Assessments (FRAs) were initiated to ensure all blocks receive an FRA. We have completed **new FRAs for all 146 high rise blocks** and hostel accommodation and have begun works to review all FRAs for low rise blocks..
- As well as new FRAs for all our blocks, **quarterly health and safety inspections** continue to be carried out by our estate services team.
- A **stock condition survey was commissioned**, and the results will allow us to identify potential opportunities for energy efficiency improvements and to ensure we meet our Decent Homes Plus standard.

# Neighbourhood and community

## We will

- Work with partners to prevent and tackle anti-social behaviour
- Work with residents to improve local facilities and the environment
- Respond to emergencies in a timely manner and work to keep our estates clean and safe



## Tackling anti-social behaviour and crime

- Work with other services and the police to prevent and tackle anti-social behaviour (ASB).
- Take action against offenders and tell residents about outcomes.

### How have we met the standard?

- A review into the **council's ASB policy statement** begun and will be completed and published by Autumn 2022.
- **Served 5 (17) Notices of Seeking Possession** (NOSP) for ASB; the low number is largely due to the COVID-19 restrictions on seeking possession.
- During 2020-21, all **evictions were suspended** due to the measures set by the Coronavirus Act 2020. However, throughout 2021-22, eviction proceedings started to increase in-line with the easing of legislative restrictions, and there have been **2 evictions** due to ASB.
- The council has re-instated applications for possession orders to take action against repeat offenders of ASB, with **3 possession orders** granted to the council during 2021-22.
- Following the initial response, **83% (84%) of noise complaints** were followed up within five days. Improvements have been made to the way noise complaints are recorded and monitored.
- Continued to **attend regular meetings with local Safety Neighbourhood Teams** and took action where required.



Outdoor playtime

**939** Dog related incidents were responded to by the animal welfare **team**

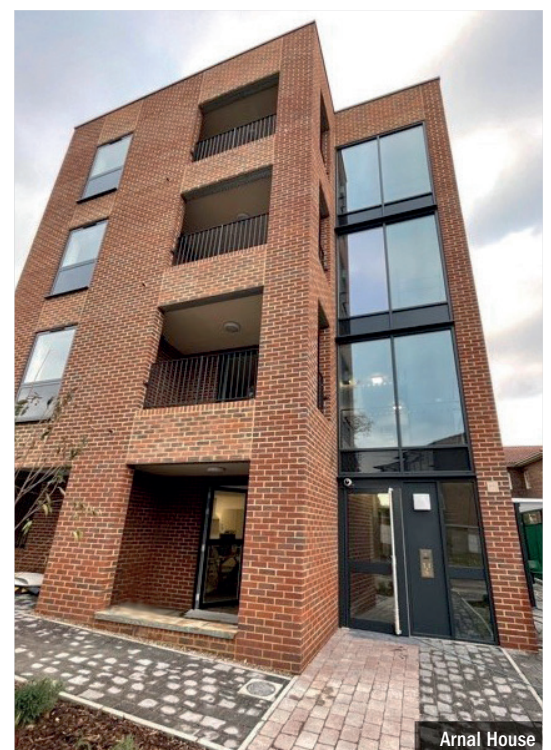
**57** stray dogs handled

**24** micro chips implanted

**24** prosecutions | **4** cases pending  
100% success rate

**329** verbal warnings to dog owners who broke byelaws

**270** micro-chipping enforcement notices issued  
**260** complying  
**10** prosecuted



Arnal House

# Neighbourhood management



- Ensure estates are maintained to a good standard and improved where possible.
- Respond to emergencies in target times.
- Work with other services and the police to keep your communities and estates clean and safe.

## How have we met the standard?

- There were **45,755 (37,220)** calls to the Joint Control Centre (JCC) which required further action during 2021-22.
- **99.7% (99.6%)** of emergency calls\* to the JCC were responded to within 30 minutes.
- Removed **30,688 square metres (29,235 msq)** of graffiti at a cost of **£220,033 (£203,654)**.
- **100% (97.87%)** of graffiti was removed within target time.
- We provided funding for the local **Safer Neighbourhood Team** to visit Goulde House estate to carry out **bike marking** for estate residents living in the area, and we continue to work with the Met Police Officers and Police Community Support officers in crime prevention measures.
- Allocated **£247,500 (£257,243)** to the small improvement budget for residents' associations (RAs) to fund community projects. This year these have included:
  - Wendelsworth and Keevil Drive – bike shelters
  - Bisle House – picnic benches
  - Fitzhugh Grove – communal garden creation
  - Lochinvar Estate – ASB deterrent stud installation
- Planning consents was given to build **34 new council homes** at Alders Estate and **14 new council homes** at Putney value, with works due to start on site during 2022-23. We continue to explore opportunities for development across many of our existing plots of land.



Sown from Home at the Savona Estate

- The installation of **high-speed broadband** has advanced; CFL have now upgraded **27,491 (27,453)** council owned properties, with **77.28% (77%)** of the council stock now having access to full fibre broadband.
- The **regeneration schemes** on the Alton Estate (Roehampton) and the Winstanley and York Road Estates (Latchmere) continue to progress.

## Alton Regeneration

- The development at McKinney House on Bessborough Road is complete, delivering **10 new homes**, 6 of which are council homes with 5 households having already moved in.
- The Mayor of Wandsworth issued **stage 2 approval** in January 2022 for the Alton regeneration scheme, which will include **1,100 new homes**, 28% of which will be affordable housing with all existing social rent homes replaced. In addition, over **103** council homes will be delivered.
- **Key features** of the regeneration project will include a new village square with a health centre, library, community hall, including a new children's centre and nursery, and an improved public open space and play area.
- Our **Community Engagement Action plan** was revised in November 2022 and our Community Engagement and Cultural Coordinator has been in post since March 2021.

## Winstanley and York Road

- **First phase** of the regeneration scheme is complete, with tenants having moved into the **46 new council comes** at Mitchell House.
- **71 residential homes** are now complete at Sphere Road, with some of the properties already let to social housing tenants.
- The Battersea Baptist Chapel and Thames Christian School have been relocated to make way for the next stage in the regeneration project.
- The next phase of the regeneration scheme has started with building works initiated on **126 brand new council homes**.

\*Emergency calls include lift trappings, fire related incidents and dangerous structures.

## Self-build programme progression

**75** new homes completed in 2021-22

**148** further homes are under construction  
**59** are due to be completed in 2022-23

a further **110** have had or are due to have **planning applications** submitted for 2022-23

**150** have secured **planning consent**

## Local area co-operation

- **Work with residents to improve local facilities and the environment.**
- **Work with other agencies and residents to protect them from risk and prevent harm to children, young people and vulnerable adults.**
- **Work to achieve wider borough objectives including improving employment opportunities and prospects.**

### How have we met the standard?

- Following a two-year project, the department has been awarded the **Domestic Abuse Housing Alliance (DAHA)** accreditation Chartermark, recognising its **comprehensive and robust response to domestic abuse** ensuring that clients' safety is at the heart of our decision making.
- The department continues to support the **Children's Services Multi-Agency Safeguarding Hub (MASH)** and a new Housing MASH Officer will soon be recruited; this will further strengthen our joint working to **improve the safety of children** in the Borough.
- To ensure we are doing our absolute best to **support homeless domestic abuse survivors**, a new post was created of **Domestic Abuse Accommodation Coordinator** who will be working with our homeless and allocation teams.
- The department continues to have representation on the **Multi-Agency Risk Assessment Conference (MARAC)** every four weeks to discuss the highest risk domestic abuse cases in the borough.
- Our **safeguarding procedures continue to be reviewed** annually and we carry out an annual audit of working arrangements to ensure staff understand their safeguarding responsibilities.
- **163 staff** received training in how to recognise and respond to domestic abuse.
- The department now has **21 (18) Domestic Abuse Champions** across all our teams who will ensure that an excellent service is given to those fleeing or seeking assistance for domestic abuse.
- The **£393,00 programme** on Doddington Square to **improve the garden** for the residents and create an area where people can be proud to live and work is in the final stages of completion.
- A consultation was held with the residents of **Harbridge Avenue** which resulted in a seed bomb planting workshop, a mini makeover of the playground area and new planters installed.
- **3259 (970) new LED lights** were installed across nine estates.
- We continue to work with **Wandsworth Workmatch** to provide training and employability support. In total, **235** residents secured employment via Workmatch (**38** of whom were from the Winstanley and York Road estate) with Workmatch having engaged **482** residents, providing training to **306** of these.



Community gardening



# Tenancy

## We will

- Make the best use of the available housing stock
- Be clear with residents about how properties are allocated
- Provide support to residents to enable them to maintain their tenancy

### Allocations

- Provide information on how we allocate properties and how to apply for housing.
- Make sure we are making the best use of the housing available to meet a range of housing needs.

#### How have we met the standard?

- Housed **845 (956)** households in 2021-22 which is lower than the forecast target of **1,097 (975)**.
- Received **2,117 (2,236)** online housing applications this year, which equates to **77.4% (79.3%)** of all applications received.
- **304 (286)** vulnerable families had their homelessness prevented by our teams through provision of privately rented accommodation; this is lower than the target of **370**.
- It took an average of **25.32 (33.55)** days to re-let a property; this is a decrease on last year with the Department achieving the lowest turnaround times since 2016-17 during 2021-22.
- Moved **39 (28)** under-occupying households to smaller more suitable accommodation; an increase from last year, this frees up much needed larger homes for families in the borough.
- The number of households in temporary accommodation (TA) rose to **3,196 (2,525)** which is slightly higher than the forecast of **3,163 (2,810)**.
- **2.72% (3.65%)** of households in TA are in Bed & Breakfast. This is an improvement since last year and lower than the council forecast of **6%**, with the department working hard to provide self-contained accommodation and only use B&Bs where this is unavailable.
- We continued to focus on supporting rough sleepers to leave the streets by accommodating **207 (300)**, with **148 (143)** currently in TA and **245 (97)** now permanently rehoused.
- **186 (189)** tenants were helped by the tenancy support team during 2021-22; this included support to reduce arrears by **£76,995.94 (£54,355)**.

### Rents

- Provide an efficient, effective and responsive rent collection service.
- Review rents and service charges each year and provide information on how we calculate them.

#### How have we met the standard?

- At the end of the year, total rent arrears were **£7.47m (£7.46m)**. This equates to **5.89% (5.85%)** of the total rent collected. As with last year, this increase is partly attributed to the financial hardship brought on by the pandemic, and we will work via our financial inclusion, tenancy support and rent collection teams to assist tenants where possible to clear debts and manage finances.
- The percentage of tenants with more than seven weeks worth of arrears has decreased from **12%** last year to **10.64%**.
- For those tenants who need assistance, the financial inclusion team provide **free benefit advice, debt management intervention and help with budgeting, assisting 519 (675)** tenants during 2021-22. The team also run monthly virtual Introductory Tenancy Support advice sessions, attended by **183 (93)** tenants and dealt with 117 notifications of households who entered Breathing Space, a national debt respite scheme.
- To help struggling households, it was decided **rent increases would be frozen from April 2022**, benefiting our 17,000 council tenants.

### Tenure

- Provide either introductory, flexible fixed term or secure tenancies.
- Give new residents a copy of their tenancy or lease agreements and explain the content.
- Check our homes are occupied legally and take action where they are not.

#### How have we met the standard?

- All tenants received a **written tenancy agreement** which is explained to them at the time of signing.
- Since the easing of lockdown restrictions during 2021-22, estate managers have completed **76 occupancy checks**.
- **28 (27)** illegally occupied properties were recovered by the council in partnership with the South West London Fraud Partnership.
- **494 (326)** flexible fixed term reviews were carried out during 2021-22.

# Resident involvement

## We will

- Involve residents in decision-making processes over issues that affect them
- Support the development of accredited residents' associations
- Provide residents with a variety of methods to tell us what they think of the services
- Learn from complaints and make use of them to improve services

## Understanding more and responding to diverse needs

- Treat residents with fairness and respect.
- Make sure services meet a range of needs and are easily accessible to all residents.

### How have we met the standard?

- The last two years have been difficult for residents and we have been working hard to ensure residents have access to **physical and emotional support**. As an example, a new clubroom at Rambler Close has been created and is now accessible for residents to increase socialisation.
- The department has been working with the charity Age UK on the **Digipals scheme**, which involved Age UK visiting residents at James Searles Lodge to improve their IT skills to allow them to access online shopping, entertainment, and information.
- **Refurbishment** at the sheltered residence of Kirton Lodge has been completed, which included new kitchens and a revamped reception area.
- **818 (2,249)** residents use **WATCH Lifeline** service which helps older residents and those with disabilities to remain independent in their homes. **307 (82) new users** signed up to the service in 2021/22.
- There were **371 (324) Telecare users** at the end of 2021/22. Telecare provides a range of sophisticated sensors and alarms to help residents remain independent.
- The number of **'Stay Put Stay Safe'** (SPSS) applicants assisted during the year was **70 (46)**, despite lockdown restrictions we continue to support survivors of domestic abuse to make their homes safe through our sanctuary scheme.
- The council work in partnership with **House Exchange**, a website which helps council residents across the UK find someone to swap homes with. Tenants can register for free with House Exchange\*.
- We continue our partnership with Chelsea Football Club with the **Chelsea Kicks programme**, paying **£20,000** a year in contributions. The programme conducts projects

across our estates to young residents. This year physical sessions were reinstated with a total of **538 (506)** young residents aged 8 to 18 participating during 2021-22.

- **30 young people** aged 13 to 15 from Wandsworth attended a CFC special Kicks session. During the day they participated in workshops on CV writing, discrimination in football, youth crime, exam strategies and coping with stress, delivered by the foundation's educational department, the charity MIND, and the Metropolitan Police
- **Young Wandsworth residents** also had the opportunity to enter friendly competitions via the CFC Kicks programme, with the Ashburton under 17 team winning an invitational tournament hosted by the Palace for Life Foundation (Crystal Palace FC).
- To **diversify the locations of special events**, a Christmas market was setup for the first time in Roehampton, allowing residents local access to stalls, live music and a grotto.
- **Equalities data** is analysed and published on the council's website to ensure services are accessible to all residents. The council also completes Equality Impact Need Assessments (EINAs) for all policy statements to ensure we are serving all members of the community fairly.

**2** fully accessible council homes were completed during 2021-22

work has begun on **4 more**

**15** people requiring adapted housing were allocated accessible homes

**8** new supported housing units are now underway at Colson Way

we now have **3** housing occupational therapists within the department

working to ensure properties are accessible and adapted to the needs of our residents

**242**

disability adaptations were completed

to enable people to remain independent in their home

**2** extra care schemes

for frail and elderly residents have progressed in 2021-22



Christmas market

\*www.houseexchange.org.uk

## Involvement

- Encourage resident involvement.
- Inform residents about services and give them the opportunity to check and challenge how well the housing service is doing.

### How have we met the standard?

- Supported **37 (40)** accredited **Resident Associations** in the Borough; our RPOs continue to work with **18 associate RAs** who hope to gain their accredited status soon.
- **3 Residents Focus Groups** were held this year, 2 of which were held in person for tenants and leaseholders to provide further feedback following the perception satisfaction surveys.
- **Area Housing Panels** were carried out on schedule via a virtual platform and they have returned to being held face to face since July 2022.
- There are **18 (14) Housing Community Champions**. These are resident volunteers who have been recognised for the community work they do on their estates. We support them to continue their work and provide funding.
- **Social inclusion schemes** continue to be delivered across the borough, including gardening projects involving all members of the community.
- Residents have been encouraged to keep fit and healthy through the run, walk and scoot **mini marathon around the Alton estate**, allowing residents to have the opportunity to exercise and socialise with their neighbours.

- Overall **tenant satisfaction is 59% (64%)** and **48% (54%)** for leaseholders. The council will always strive to provide the best service to the residents of our borough, and we welcome your views and comments with how we can improve.
- We also carried out a **perceptions survey** which found that **73% (71%)** of tenants and **70% (76%)** of leaseholders are satisfied with their neighbourhoods as a place to live.



Run, walk and scoot mini marathon

## Customer service, choice and complaints



- Give residents good quality, up to date information.
- Make sure residents know how to complain.
- Learn from comments and complaints.

### How have we met the standard?

- We have kept residents up to date through letters, webpage updates and special editions of the **Homelife newsletter**.
- We have had a decrease in the number of complaints, dealing with **277 (299) complaints** (both housing service and contractor).
- A **new two stage complaints system** was introduced during 2021-22 to make the process fairer and to enable us to respond faster to complaints.
- Complaint response times have improved with **64.23%** of all complaints responded to within target time.
- **70.07% (62.58%)** of complaints were dealt with at stage one of the complaints procedure.
- We have contributed to the **consultation on tenancy satisfaction measures** and continue to work to ensure we are meeting the requirements of the Social Housing White Paper.
- We continue to work with our co-ops to amend their **management agreements** with a new complaints process.

### We conducted a survey with residents

**76%** of leaseholders found it easy to use our **online services**

**72%** of tenants are satisfied with the repairs service

**69%** of tenants are satisfied

**60%** of tenants are satisfied with the running of the local area

**61%** of leaseholders are satisfied with the overall quality of their home

Wandsworth Council provides a home that is **safe and secure**



Residents being creative

# Value for money

## We will

- Provide frontline services in the most cost effective manner
- Take action to prevent fraudulent use of council owned and managed properties
- Monitor the use of services to ensure they are fully utilised and they are providing value for money



## Value for money

- Consult residents on major works projects and inform them of smaller works, which do not require statutory consultation.
- Aim to achieve value for money by tendering services where, for example, contracts have come to an end.
- Each year look at our 30 year business plan to check it remains financially viable.

## How have we met the standard?

- Continued to effectively manage the **Housing Revenue Account** (HRA) and the 30-year business plan remains viable. Within this plan there are balances available to deal with emergencies.
- Balances have reduced by **£16.015m to £282.832m**. This is expected as we have a significant programme of site development and estate regeneration underway.
- The council consulted on all major works and external redecoration schemes, we served:
  - **1,164 (1,867)** Notices of Intention\*; and
  - **2,117 (1,450)** Section 20 Notices\* on leaseholders.
- The average weekly management cost during the year was **£19.31 (£20.58)**.
- The average weekly maintenance cost was **£34.07 (£32.46)**.
- Average weekly rent was **£132.76** compared to **£126.32** last year.

\* These are a statutory requirement to consult leaseholders on schemes of major works costing more than £250 per leaseholder.



Spice of Life Event in Sheltered Housing



Planting seed bombs in Harbridge Avenue



Craft time

# Priorities for 2022-2023

Conclude the **stock condition survey** and use the results to improve the data held on the council's housing stock and ensure that improvements works are targeted appropriately.

Use available funding to **improve the energy efficiency of the council's housing**. Install cavity wall insulation using ECO 3 funding and explore ECO 4 funding and other funds. Continue the move to LED lighting across estates.

Carry out a **pilot of electric vehicle charging points** at the Fitzhugh estates. Assess usage to consider where further charging points should be installed.

Produce an **energy strategy** for each new housing development **to assess the benefits and viability of green technologies** as part of the drive to exceed Wandsworth's 35% CO2 reduction requirements on the council's 1000 homes programme.

Through a series of **resident working groups** and in consultation with the Area Housing Panels, review the housing service standards.

**Review service charge and major works bills** arrangements to ensure that leaseholders are given as much support as possible to pay these costs. This will include considering offering extended repayment periods for high bills.

Conduct a full review of the monitoring of our **repair and cleaning contracts** and implement any necessary improvements.

**Review our approach to consultation and engagement** for regeneration projects, ensuring that the voice of local residents is central to decisions made.

Reduce the number of households in **temporary accommodation**. Recruit to 23 additional posts within Housing Services to tackle this.

Continue to **expand services to tackle rough sleeping**, using government funding secured.

To **implement the changes** required within the new Building Safety Act and Fire Safety Regulations.

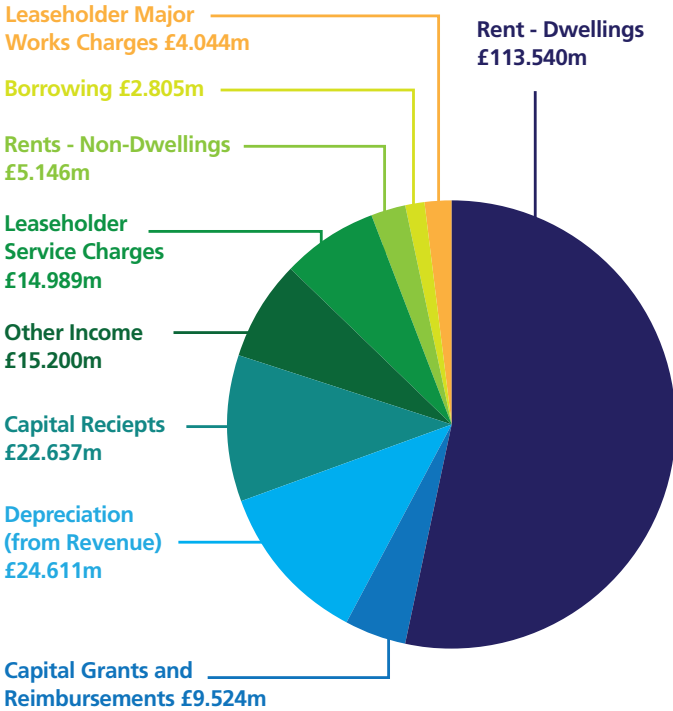
Deliver a programme of **electrical testing in communal areas and tenanted properties** and to fit integrated fire alarms in all acquired blocks.

To continue to progress the **retrofit programme for sprinklers** in sheltered and hostel accommodation.

\* Specialist Services include cleaning, electricity, heating and hot water.

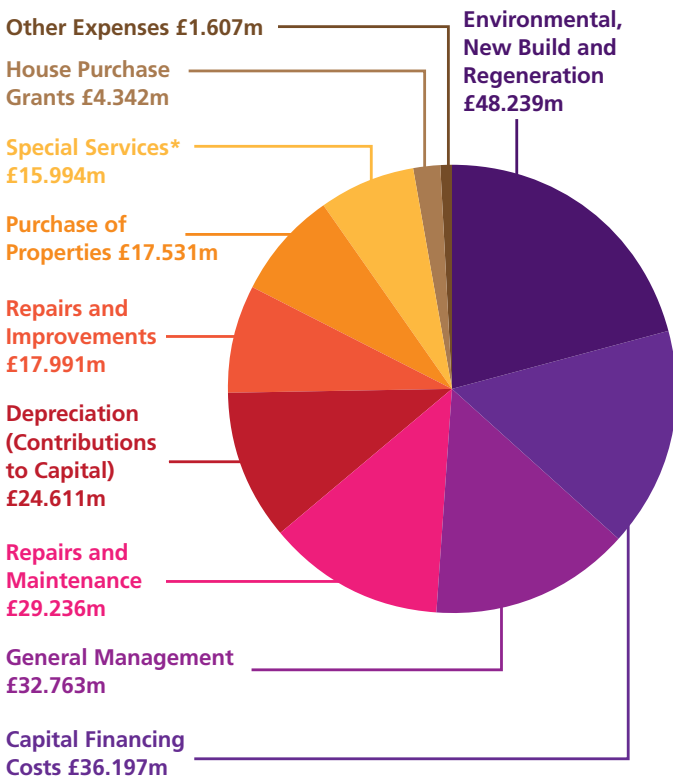
## Housing revenue account 2021/22

Income total **£212.496m** (£237.191m)



## Housing revenue account 2021/22

Expenditure total **£228.511m** (£248.468m)



# FIRE SAFETY UPDATE



Photo: Yevrony

## Charging Electric Scooters and Bikes

Following instances of fires caused by e-scooter and e-bike batteries, Wandsworth Council is urging people to take care when charging their vehicle in their home.

When charging your e-scooter or e-bike you should follow the below advice from the London Fire Brigade.

### Reduce the risk of overheating:

- Batteries can get warm during their use. Allow them to cool down before attempting to re-charge
- Batteries should always be charged on hard flat surfaces where heat can dissipate
- Batteries can also pose a risk if they have been damaged, so try to ensure they are not getting knocked around while in use or while being carried
- Batteries should also never be exposed to extremes of temperature

### Follow the instructions:

- Always follow manufacturers' instructions when charging

- Never leave it charging unattended or charge it while you are asleep
- Make sure you unplug your charger once it's finished charging
- Always use the correct charger for your batteries and buy any replacements from a reputable seller

### Where to charge your batteries:

- Never block your escape route with e-bikes or e-scooters
- Store and charge them somewhere away from a main through route or exit
- Make sure you and your family have an escape plan in place in the event of a fire
- In the event of a fire call 999, never try to fight the fire yourself

## Keeping children and vulnerable adults safe

Picking up the phone to report a concern about a child or 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 the victim of abuse or neglect.

You might not be sure of what you have 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.

Concerns can be reported anonymously.

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

- 020 8871 6622 (weekdays 9am – 5pm)
- 020 8871 6000 (after 5pm weekdays and anytime on weekends and bank holidays)
- Email: [mash@wandsworth.gov.uk](mailto:mash@wandsworth.gov.uk)
- For further information please visit: [wscp.org.uk](http://wscp.org.uk)

### Report concerns about an adult to the Access Team:

- 020 8871 7707 (weekday 9am – 5pm)
- 020 8871 8999 (weekdays from 5pm – 8am and anytime on weekends and bank holidays)
- Email: [accessteam@richmondandwandsworth.gov.uk](mailto:accessteam@richmondandwandsworth.gov.uk)
- For further information please visit: [www.wandsworth.gov.uk](http://www.wandsworth.gov.uk) and search for 'safeguarding adults'



# Drama in Wandsworth

## October half term

Jellyfish Theatre are running more free drama workshops for children aged 4-11 during the October half term holiday. Sessions are led by professional workshop facilitators and are fun and friendly. An opportunity to develop confidence, meet new friends and enjoy being creative.

The next workshops will be from 24 to 28 October, with two groups, one for 4-7-year-olds and another for 8 to 11's. It's free but you'll need to book your spot.

## The Wagon of Dreams

Back in June, Jellyfish Theatre rolled up on estates around the Borough

with "The Wagon of Dreams" outdoor theatre show for families. This was part of Wandsworth Arts Fringe Festival and lots of residents came down and enjoyed a free show right on their doorstep.

"The fact that it is outdoors and brings the community together is really good. Brilliant performance and [it] really engages everyone from adults to children," said one audience member after the show outside Grierson House on the Aldington South Estate.

## Scrooge

In December, Jellyfish will be bringing free festive entertainment to Wandsworth residents with 'Scrooge' a hilarious interactive show for families.



Bring your kids along and enjoy an hour of fun together.

You can find details of times, dates, and venues for the free drama workshops in October and the free festive show, 'Scrooge' in December at [jellyfishtheatre.com](http://jellyfishtheatre.com).

All activities are supported by Wandsworth Council.



## FREE community classes in Nine Elms

A series of free classes started in September for Battersea and Nine Elms residents.

Learn more about gardening or take part in outdoor family art classes, heritage walks for over 50s or TikTok dance classes for teens.

To find out more, visit the Nine Elms website and sign up to the newsletter at [nineelmslondon.com/e-newsletter](http://nineelmslondon.com/e-newsletter)



## Work Match supporting residents into work

Work Match now has Housing Employment Officers who will visit key estates and deliver services in your local

Work Match is working closely with colleagues in Wandsworth Council's housing and regeneration department to help residents of our social housing get employment support to access job vacancies.

Work Match has supported more than 2000 residents into work and over the next few months will be working with hundreds of employers offering thousands of job opportunities in the local area.

Get free support from application to interview so you stand out from the crowd. With thousands of new jobs being created across Wandsworth, your Housing Employment Officer can offer you tips on writing CVs, application forms, interview advice and job searching.

You may be returning to work, changing career, just starting out or keen to work closer to home. Work Match offers a range of free training for Wandsworth residents like SIA security training, CSCS cards and much more.

### Jobs boost for Wandsworth residents

Up to 3,000 new jobs are starting in Battersea, Nine Elms and across Wandsworth this autumn, and the council's free Work Match service is ensuring local residents are first in line.

Big name employers including Adidas, Uniqlo, Jo Malone, The Body Shop, Zara, Calvin Klein, Tommy Hilfiger and New Covent Garden Market are all keen to recruit local people who want a shorter commute.

Contact Work Match now for opportunities in all sectors including high street retailers, sport shops, fashion and jewellery stores, restaurants and bars, event venues, facilities, hotel and hospitality companies.

### Contact Work Match today

To find out more, contact Work Match directly

By phone: **020 8871 5191**

By email: [wandsworthworkmatch@wandsworth.gov.uk](mailto:wandsworthworkmatch@wandsworth.gov.uk)

Or visit our website: [www.wandsworthworkmatch.org](http://www.wandsworthworkmatch.org)

## The council's annual electoral canvass is underway

Look out for a household form addressed to 'The Occupier(s)' from the voter registration team.

We are contacting residents to check that the details on the electoral register are up to date.

If you've moved in the last 18 months, you're more likely to be missing from the electoral register. You're not automatically registered when you move to a new address, even if you pay council tax.

### Why you should register to vote

Elections can be called at short notice and if you're not registered to vote, you won't have the chance to have a say on who represents you. Some people also register because they want to apply for credit. Credit reference agencies use the electoral register to confirm where someone lives to prevent fraud.

If you're not registered to vote, you can apply online at [gov.uk/register-to-vote](http://gov.uk/register-to-vote) or visit [wandsworth.gov.uk/vote](http://wandsworth.gov.uk/vote) for further information.

## 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](mailto:hms@richmondandwandsworth.gov.uk)





## Happy Streets Festival 2022



In July, the estates around Thessaly Road were animated with colour, music and family fun for the third annual Happy Streets Festival. Events took place across the Patmore, Savona and Carey Gardens estates.

Hundreds of residents came along to the one-day event which included live music, theatre and dance performances, arts and crafts workshops, yoga and mindfulness sessions at venues including the ROSE and Yvonne Carr community centres and St George's school.

See pictures and video from the day at [nineelmslondon.com/happystreets2022](https://nineelmslondon.com/happystreets2022)



Griffin pupil on the zipwire

## Nine Elms sport and play areas in action

Swings, outdoor gyms, table tennis and a children's zipwire are now being enjoyed by residents of all ages in the Patmore Estate, Savona Estate and Yvonne Carr Centre.

Earlier this year, upgrades were finished at eight separate outdoor sport and play areas with new equipment and landscaping to make them accessible for everyone to enjoy all year round.

The refurbishments are part of Wandsworth Council's improvements to public spaces in Battersea and Nine Elms, and the views of the local community were vital in shaping the upgrades over two years of consultations and feedback.

# Recycling plastic packaging

Plastic bottles, pots, tubs and trays can all be recycled in Wandsworth's orange-lidded recycling banks and clear recycling sacks, just remember to rinse off any remnants of old food, squash any plastic bottles and separate any lids.

### What about soft plastics?

Larger stores of major supermarkets have provided facilities for recycling carrier bags for many years and these facilities now accept all clean plastic bags except bio-degradable or compostable ones. This includes bread bags, breakfast cereal liners, multi-pack wrapping and frozen food bags as well as bubble wrap.

If plastic packaging pings back when it is scrunched, it's a

good indication that it's a soft plastic. Soft plastics are lightweight plastics that often cannot be recycled at home, including plastic bags and wrapping.

In addition, selected stores of major supermarkets now accept other types of plastic packaging, including clean baby and pet food pouches, biscuit, chocolate, cheese, fish and meat wrappers, cling film and crisp packets.

### When recycling soft plastics:

All items should be clean and free of food. Tear off sticky labels where possible. Compostable and biodegradable bags are not designed to be recycled and if they enter the recycling system can potentially cause quality issues in the recycled material.

Find out what your local supermarket accepts here: [www.recyclenow.com/what-to-do-with/plastic-film](https://www.recyclenow.com/what-to-do-with/plastic-film)

# regeneration updates



## Wandsworth Arts Fringe bursts onto the Alton

The Alton Regeneration Team were out in force celebrating culture and creativity on the Alton Estate as part of the annual summer Wandsworth Arts Fringe (WAF) fortnight.

### Alton Outdoor Gallery

Estate Art launched the second exhibition at the 'Alton Outdoor Gallery' on Danebury Avenue, Roehampton. The 'Home is where the heART is' display was the brainchild of Lynne Capocciana, the founder of Estate Art.

Lynne rescued old wooden doors, which would have otherwise gone to land fill, and asked young people from nearby schools and youth groups to paint them with their interpretation of 'home'.

There was a party vibe at the launch event, with summer sounds played by local DJ Lance and an ice cream van dishing 99's out to everyone.

### Happy Feet

Talented artist, Sol Golden Sato, brought his liberating arts project 'Happy Feet' to Downshire Field. Locals



were invited to dip their feet into paint and dance to music over a 38-metre-long blank canvas, creating a unique piece of art.

With the encouragement of supervising adults, the kids literally threw themselves into the task, with as much paint on them as on the canvas. The artwork will go on display on the estate as a reminder that sometimes it is great to just let loose.

### Lost Souls Poetry

The Lost Souls Poetry group utilised the Alton Arts Hub for an evening as part of their borough wide WAF tour. Attendees enjoyed a night of poetry and spoken word in our friendly and informal setting.



### Roehampton Resounded

The Arts Hub also played host to a weekend of 'Roehampton Resounded', an artistic installation conceived, designed and presented by local residents. The event was led by attendees on a mindful sound and visual journey through Roehampton and the Alton Estate.

This immersive music experience has been nominated for the University of the Arts London's Creative Enterprise award, helping to put Roehampton on the map and build connections to the area.

### Opera at the Holy Trinity Church

On 21 June, Holy Trinity Church hosted serene surrounds of talented local soprano Claire Doran and renowned pianist Kathron Sturrock. A wonderful way to celebrate the summer solstice in Roehampton.



The evening, hosted in collaboration with Reverend Joshua Rey, saw the duo perform a full and varied programme of 11 musical pieces, from classical composers including Handel and Puccini to 'I bought me a cat', a song by Aaron Copland.

## Improving purchase options for council tenants

For further information please contact: 020 8871 6161

housesales@wandsworth.gov.uk • wandsworth.gov.uk/homeownership

Wandsworth Council opening  
the door to Home Ownership

# House Purchase Grant scheme

This scheme offers eligible secure council tenants a grant to use as a deposit towards buying a home of their own on the open market within the UK or anywhere else in the world or to use towards purchasing a share of a shared ownership property (part rent/part buy) within the UK. It can also be used to adapt a family member's home within the UK to create a self-contained extension to enable tenants to move in.

### Grant levels (for tenants who have at least 3 years tenancy)

Bed Size	Grant amount up to:
Studio	£50,000
1	£50,000
2	£70,000
3	£70,000
4	£100,000
5	£120,000
6	£120,000

To find out more about the House Purchase Grant scheme and to register your interest, please contact the Home Ownership Team on the contact details at the top of the page [www.wandsworth.gov.uk/homeownership](http://www.wandsworth.gov.uk/homeownership).



## Affordable Housing Open Day

Following a successful trial last year in a covid-secure environment, we will be hosting our restructured annual affordable housing event within the Civic Suite on Thursday 20 October from 11am to 5pm.

The event will be attended by housing providers, legal, financial and Home Ownership advisors who will offer home ownership support and advice. To attend, you will need to book an appointment by either emailing [housesales@wandsworth.gov.uk](mailto:housesales@wandsworth.gov.uk) or by calling 020 8871 6161.

### Feedback following 2021's event:

From a resident of the borough - "It was a pleasure meeting you (the team) last week. It was a great event organised by the council. I was very impressed with the information provided and with the kindness and knowledge of the people in the stands."

## Shared Ownership

Shared Ownership gives first time buyers and those that do not currently own a home the opportunity to purchase a share in a new build or resale property.

The purchaser pays a mortgage on the share they own and pays rent to a housing provider on the remaining share. As the purchaser only needs a mortgage for the share they are purchasing, the amount of money required for a deposit is generally lower.

### Developments in the borough include:

#### Clarion Housing – Prince of Wales Drive, SW11



A mix of one bedroom and two-bedroom newbuild shared ownership units are still being marketed. Ideally located close to Battersea Park with great transport links into central London, this development is perfect for young professionals with high quality finishes and spacious private balconies. Call **020 7852 4300** or check the website [clarionhg.com](http://clarionhg.com)

#### Peabody – New Mansion Square, SW8

There have been two phases of shared ownership units, with studios, 1 & 2-bed units available on the site of the Battersea Power Station, perfectly situated by the river and with easy tube & rail links into the city. Each unit comes with a private balcony or terrace. Call Peabody Sales on **020 7021 4842** or visit the website [peabodysales.co.uk/developments/new-mansion-square](http://peabodysales.co.uk/developments/new-mansion-square)



# Staying in touch with our neighbours

In a heat wave in the summer or a cold snap in the winter, it may be more difficult in severe weather for older and vulnerable residents to cope or to get out and about.

If living alone, it's easy to be left feeling alone and vulnerable, which can lead to depression, self-neglect and a serious decline in physical health and wellbeing. Coronavirus has made it even more difficult for many older people.

According to Age UK, more than 2 million people in England over the age of 75 live alone, and more than a million older people say they go for over a month without speaking to a friend, neighbour or family member.

Staying in touch can make a big difference.

A phone call or online chat, or sending a card or a gift are all great ways to help lift spirits. If you have not seen or heard from your neighbour in a while, spot letters or parcels piling up in their letterbox or outside, or if their garden or entrance looks increasingly unkempt, then it may be worthwhile to check up on them or to let us know.

Lowering temperatures may even mean that some residents may be afraid to turn up the heating or are struggling with money. It may even lead to a greater risk of falls and slips.

If you are worried about a relative or an older neighbour, contact us on

020 8871 7707 or make an online referral through [www.wandsworth.gov.uk/adult-social-care-referral](http://www.wandsworth.gov.uk/adult-social-care-referral)

If you think that there may be an emergency, call 999.

## Useful information:

For practical information and advice, [www.ageuk.org.uk](http://www.ageuk.org.uk), 0800 169 6565 or locally through [www.ageuk.org.uk/wandsworth](http://www.ageuk.org.uk/wandsworth), 020 8877 8940

Free 24-hour telephone service for a friendly chat, [www.thesilverline.org.uk](http://www.thesilverline.org.uk): 0800 470 8090

For guides on living independently, [www.independentage.org](http://www.independentage.org) on 0800 319 6789

## If you live alone

For our residents who wish to continue living independently in their homes, we may be able to help in the following ways (all information can be found at [www.wandsworth.gov.uk/adult-social-care-information-and-advice](http://www.wandsworth.gov.uk/adult-social-care-information-and-advice))

■ **Simple equipment and small adaptations** to your home up to the value of £1,000 free of charge that can help you with daily living, such as getting dressed or using the toilet.

- **Emergency alarms**, or Telecare, are 24-hour monitoring systems that can help you stay safe in your own home. You wear a pendant with a button that you press to call for help.
- With the right advice and support, using **technology and the internet** can greatly enhance your life in many ways and keep you more connected with family and friends.
- **Benefits checks and financial advice** can help you make the most of your money and plan for the future.
- **Voluntary organisations** can offer further information and advice and run a range of activities for all ages and interests.
- **Local community and neighbourhood groups** may be able to offer practical help around the home or help with shopping or gardening.
- **Local libraries** offer something for everyone, whether you just want to access the internet or want to join a reading group.
- **Parks and sports and leisure centres** are a great place to keep active and socialise