

Home *Life*

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



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Roehampton page 23

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Useful contacts

There is a range of housing services and information available on our website 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

Joint Control Centre (formerly know as 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

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

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

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

PH Jones

020 3657 0304 or 0333 004 2333
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

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 www.wandsworth.gov.uk/reportitapp



Welcome to the autumn issue of Homelife

I am delighted to introduce myself as Wandsworth Council's new Cabinet Member for Housing, having recently taken over from Cllr Kim Caddy. As well as being Cabinet Member for Housing I have also retained responsibility for community safety and look forward to working with council colleagues and residents to ensure our borough remains a safe, vibrant and pleasant place to live.

The housing annual report starts on page 10. This sets out what our priorities were for 2020/21 and how we delivered on these during what proved to be an unprecedented year.

With most coronavirus restrictions ending, it remains vitally important that everyone over 18 receives their vaccine. For the latest advice, and information on where to get your jab, visit the council's website.

The department is committed to ensuring that people experiencing domestic abuse receive the best possible support and protection and I'm pleased to announce that we have recently been awarded accreditation from the Domestic Abuse Housing Alliance. A great effort by the department which shows we're meeting best practice in the sector. Read more on page 5.

I realise that for many council tenants home ownership is an aspiration and the council runs various schemes to help people onto the housing ladder. On page 9 a former Battersea couple tell us a bit about their experience of accessing the house purchase grant scheme to buy their dream home near family in Birmingham.

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



Cllr Jonathan Cook
Cabinet Member for Housing



#GRAB @JAB

Getting both doses of the COVID-19 vaccine means you can get back to the things you love.

wandsworth.gov.uk
nhs.gov.uk/coronavirus



Cllr Ravi Govindia, Leader of Wandsworth Council and Cllr Gareth Roberts, Leader of Richmond Council with Control Room Manager, Tony Carter.

Investing in the safety and security of the borough

The leaders of Wandsworth and Richmond Councils, Cllr Ravi Govindia and Cllr Gareth Roberts, came together to check out a new, state-of-the-art, Joint Control Centre that will help improve safety in both boroughs.

Located at Wandsworth Town Hall, the Centre brings four separate offices together into one larger, better quality facility. Trained responders monitor high definition CCTV, along with calls to out of hours emergency services across both boroughs 24/7. Calls to the Wandsworth Alarm Telephone Care Helpline (WATCH) and Richmond's Careline, both aimed at older and vulnerable residents, also come through to the Joint Control Centre.

The wall of screens brings monitoring of all council-controlled CCTV cameras (except ANPR traffic cameras) together under one roof. CCTV in Wandsworth is currently being upgraded to deliver super-clear images which can be used as evidence in court.

A new radio communication server and new radios have been installed to upgrade the existing system. Radio GPS tracking allows staff to better deploy resources based on location, thus reducing response times. The Retail Radio system, which is a paid service offered to local shops, has been upgraded and improved as part of the works.

The move delivers financial savings on expenses, overheads and accommodation, as well as staff salaries - allowing some staff to transfer to other parts of the council's services whilst maintaining service quality and

coverage.

Taking in the high-tech surroundings, bathed in blue light, Cllr Ravi Govindia said: "This is an incredibly impressive facility that will

streamline services, allowing us to respond much more efficiently to those who need it. We also have room to grow, which means we can expand our offer over time to include services such as fire and intruder alarm monitoring for both Wandsworth and Richmond."

Wandsworth and Richmond Councils entered into a shared staffing arrangement in 2016, delivering estimated savings of up to £10 million per year for local taxpayers in each authority. Sharing assets builds on this approach, creating improved services alongside cost savings. Close management of our costs helps Wandsworth continue to charge the lowest average council tax in the UK.



Cllr Ravi Govindia and Tony Carter

Domestic Abuse Act 2021

In April the Domestic Abuse Act 2021 came into force. The Act aims to transform the response to domestic abuse, helping to prevent offending, protect victims and ensure they have the support they need.

Domestic abuse occurs between two people if they are both over 16, are 'personally connected', as either intimate partners, ex-partner, family members or individuals who share parental responsibility for a child and the behaviour is defined as abusive. The victim and the perpetrator don't have to live in the same household for the abuse to count as 'domestic abuse'. Behaviour is abusive if it consists of any of the following:

- physical or sexual abuse;
- violent or threatening behaviour; -
- controlling or coercive behaviour;
- economic abuse;
- psychological, emotional or other abuse.

The Act introduces a number of measures to strengthen the support for victims and raise awareness and understanding about the devastating impact domestic abuse has on victims and their families. It aims to strengthen the support provided by statutory agencies and to improve the effectiveness of the justice system in providing protection for victims of domestic abuse and bringing perpetrators to justice. For more information visit:

www.gov.uk/government/collections/domestic-abuse-bill

Department achieves accreditation

As part of the council's commitment to tackling domestic abuse we are pleased to announce that in July the Housing and Regeneration Department was awarded the Domestic Abuse Housing Alliance (DAHA) accreditation Chartermark. Accreditation shows that the department has a robust response to domestic abuse.

The aim of the DAHA is to transform the housing sector's response to domestic abuse through an accreditation process which assesses individual housing providers and supports them to improve their practices. The department's work included reviewing our policies and procedures; the introduction of a new case management tool and a nationally recognised risk identification checklist; ensuring support is offered to various groups; perpetrator management; improved partnership working; enhanced training; and targeted publicity and raising awareness of domestic abuse, which is often a hidden crime. The DAHA assessor felt that a culture change around the way the department approached domestic abuse was evident, placing survivors' safety as a priority.

The department will remain focused on supporting and protecting survivors of domestic abuse.

Domestic Abuse Champions

The Housing and Regeneration Department has created domestic abuse champions in each of its teams.

These 18 members of staff have received enhanced training on domestic abuse and how to respond appropriately. The department has an integral role to play in a survivor's journey, and it is paramount that we offer the appropriate support. All staff receive training on the matter, and our champions will be on hand to offer assistance to colleagues if needed, promoting conversations about abuse and ensuring best practice across the department.

If you are currently suffering, or need support for domestic abuse, you are not alone – services are available to help you. Please see our webpages for more information ([www.wandsworth.gov.uk/community-](http://www.wandsworth.gov.uk/community-safety/domestic-abuse)

[safety/domestic-abuse](http://www.wandsworth.gov.uk/community-safety/domestic-abuse)) and do not hesitate to contact any of the following:

- If you are in immediate danger always call 999. For non-emergencies dial 101.
- Wandsworth Independent Domestic Violence Advocate: 020 7801 1777 or email vs.wandsworth@victimsupport.cjsm.net (Monday – Friday, 9am-5pm)
- National Domestic Violence Helpline: 0808 2000 247 (7 days a week, 24 hours a day)
- Men's Advice Line: 0808 801 0327 (Monday – Friday, 9am-5pm)

Tackling the climate emergency

Together on Climate Change festival

The council is planning to hold a borough-wide climate change festival to coincide with the 2021 United Nations Climate Change Conference (COP26) in Glasgow.

There will be a mixture of virtual and in-person events held throughout the week of the festival, from Monday 8 to Saturday 13 November 2021.

The festival will be an opportunity for borough residents to learn about climate change and what everyone can do to reduce carbon emissions, as well as a chance to showcase the good work already happening across the borough on climate change.

Throughout the week fringe events will be held online and in-person

at various locations. There will be council-led events and activities alongside information sessions run by local groups, businesses and other partners, plus pop-up information hubs across the borough. The week will be rounded off with the main day of activity on Saturday 13 November.

Holding an event

We are inviting local partners and organisations to participate in what will be a landmark event for action on climate change in Wandsworth.

To be considered, you should submit an expression of interest by 30 September 2021. For more information go to www.wandsworth.gov.uk/together-on-climate-change-festival/

If you have any questions, please contact Aimee Brough – Partnerships and Engagement Officer (Climate Change)

■ Email: togetheronclimatechange@wandsworth.gov.uk

■ Phone: 07929 862012

Cleaner Air for Wandsworth

A new draft air quality action plan has been drawn up setting out how the council will continue its work to further reduce air pollution in the borough.

A great deal of progress has already been made reducing air pollution in the borough's town centres since the publication of the previous plan in 2016. In Putney High Street the number of hours nitrogen dioxide levels were breached has fallen from 1248 in 2016 to 11 in 2019 and four in 2020.

This is thanks to a raft of measures including lobbying TfL for cleaner buses and better public transport links, improving access to car clubs and building up an extensive network of electric vehicle recharging points, encouraging cycling with the installation of bike hangars in 21 streets plus 40 on local estates, reducing carbon emissions from council buildings and close regulation of construction sites.

Future actions include working with schools on anti-idling campaigns, protecting green spaces, planting trees and enhancing biodiversity, putting air

quality issues at the heart of the council's planning, transport planning and procurement processes, and working with community groups to help them tackle air pollution in their neighbourhoods.

The proposed 2021-2025 action plan is subject to public consultation, with the views of local people helping to shape the final version. Please see the council's website for more details and to give your view.



In 2019 Wandsworth Council declared a climate emergency, setting a target to be a carbon neutral organisation and the greenest inner-London council by 2030. We will be keeping residents up to date with the actions being taken and encouraging you all to play your part in tackling the climate emergency.

**Carbon
neutral
by 2030** | **Zero
Carbon
by 2050**



No Mow May - improving habitats for bees and other wildlife

The spring saw wildflowers in lawns around the borough popping up as the council took part in No Mow May on a selection of trial sites.

The initiative aims to support bees and other local wildlife by allowing time between regular mowing for the flowers to rise up from amongst the grass, inviting pollinating insects and other visitors that are drawn to the often-colourful displays. Each area left uncut reveals a different mix of species of grasses and flowers suited to the particular setting, providing a range of food and habitat for wildlife to enjoy.

Volunteers from the hedgehog conservation group, SW15 Hedgehogs, surveyed many of the sites to the west of the borough and provided data on how much additional nectar was available for pollinating insects when compared to a cut lawn. The results revealed that – just in the areas surveyed – food to support over 25,000 bees had been provided, which goes some way to supporting the life cycles of these vital pollinators.

Following the well-received rollout of the trial sites this year, in 2022 further areas will be included in this programme as we look to increase the number of lawns given time to grow on and flower across the borough.



Support for self-employed residents

BOOST is a 12-month, free incubator programme, being run with The Association of Independent Professionals and the Self-Employed (IPSE).

The programme is aimed at Wandsworth residents who are seriously considering becoming self-employed/freelance, as well as those who are looking to strengthen the foundations of their existing business. Access to more than 30 free webinars and events, contract and business plan templates and free tax and legal advice are just a few of the benefits participants will receive.

The council is sponsoring 15 places to enable people to participate in the programme free of charge. The next cohort launches in September.

Finance to start or grow your business

Access to Finance Wandsworth, one of the council's flagship business events, is back! Webinars on 30 September and 1 October will inform

local entrepreneurs of the various funding options available to them - such as start-up loans, P2P lending, crowdfunding and alternative sources of finance - as well as how to get their business ready for finance. The award-winning business journalist Rebecca Burn-Callander will moderate a panel discussion.

On 1 October there will be a Meet the Funder 1-1 advice surgery, during which entrepreneurs have the opportunity to book a 30 minute session to speak with advisers on topics such as managing cashflow, starting a business whilst receiving benefits, crowdfunding, funding for charities/social enterprises and P2P lending.

For more information about either initiative visit www.wandsworthenterprisehub.com

Don't Lose Your Vote!

New home?

You're less likely to be registered to vote if you've recently moved home. You're not automatically registered at your new address, even if you pay council tax.

Why you should register to vote

Elections can be called at short notice and you can't vote if you're not registered. Borough Council Elections to elect your local councillors will take place on 5 May 2022. Credit reference agencies can use the electoral register to update their records, so being registered may also improve your credit score.

Register at gov.uk/register-to-vote. Visit wandsworth.gov.uk/vote for further information.

Choice Support employment support service

Finding employment doesn't have to be something you do on your own. If you live in Wandsworth, we can help you find local jobs and training.

It is vital for jobseekers to have access to high quality re-skilling opportunities and Wandsworth Council funds services to support residents to find their first job, regain employment, or assist career transition.

Employment specialist, Choice Support, is funded by the council to support people who have a learning disability, autism, physical disabilities, or an enduring mental health condition to get into paid work. The Choice Support team assists in making this a reality by supporting individuals and their employers during their first year of employment.

Choice Support has helped hundreds of people secure work in all different types of roles including cleaning, parking enforcement and support workers.



The people Choice Support help set the pace and direction of what is done to support their goals, no matter how far away these might feel for that person. As the local coordinator explains: "We love what we do - I will never forget the first person I supported to find employment, it felt better than being offered a job myself!"

If you're looking for employment and have a disability, you can find out more by contacting Choice Support on **020 3435 5816**.

Could the council's house purchase grant scheme help you buy your dream home?

Maximum grant amount increased to £125,000

The council's house purchase grant scheme offers eligible secure council tenants a grant to use 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.



Chinyere Iwu and Okezie Obi



New home in Birmingham close to family

It can also be used to adapt a family member's home within the UK to create a self-contained extension to move into. The level of grant available depends on the size of council accommodation being vacated, up to a maximum of £125,000.

NHS workers Chinyere Iwu and Okezie Obi were living in a two-bed property on the Winstanley Estate in Battersea and were overjoyed to receive a grant of £70,000 to assist in purchasing a 3-bed house in Birmingham earlier this year.

Chinyere told us a bit more about their experience of the scheme.

Why did you access the scheme?

"Our living situation was good, but we became conscious of the need for a bigger and more comfortable home as our family expanded. I found out about this scheme from a friend who benefitted from it".

What was the key attraction of the new area and your new home?

"Proximity to other relatives and affordability of decent housing. The new home is more spacious with modern facilities, easily accessed and situated in a very serene environment".

Would you encourage other council tenants to do the same thing?

"Yes. This is highly recommended, especially if you are looking to raise a family in the UK".

How did you feel the whole process went and is there anything you think that could have been done differently?

"I feel the whole process was professionally planned and well

executed even with the difficulties posed by the pandemic. I think it would be good for the council to make more information available to tenants to encourage them to apply and dispel any misperceptions they may have about the schemes".

Can you describe your experience in dealing with the home ownership team and other colleagues to make it all happen?

"The officials from the initial stage to the last were very professional and helpful. They went the extra mile to provide guidance and support through the entire process".

Could this scheme be for you?

If you would like to find out more about the house purchase grant scheme or the other help available to buy your own home, visit www.wandsworth.gov.uk/homeownership or contact the home ownership team on 020 8871 6161 or housesales@wandsworth.gov.uk

ANNUAL REPORT 2020-2021



Welcome to the Housing Annual Report 2020-21 which sets out how the council's Housing and Regeneration Department (HRD) has performed over the last year.

This has been a year like no other and we, like many organisations, have had to adapt to a new way of working while still striving for excellent service delivery.

Much of this year was not business-as-usual, instead spent in emergency response to the pandemic. An unprecedented time and one which we look forward to leaving in the past. This included contacting all our elderly and vulnerable residents, organising food parcels, aiding a befriending service for those who were socially isolated, as well as housing around 300 rough sleepers. We also changed the way we work, with many staff moving to working from home, which posed challenges of logistics and service delivery. Despite these challenges we have adapted well to provide our residents with a good quality of service and value for money, while maintaining our duties as a landlord and Local Authority.

We made progress towards our targets, including delivering 1,000 new homes by 2027 and to improve the energy efficiency of the homes we manage, not least by creating the Green Agenda Housing Steering Group to drive forward significant changes.

Fire safety remains of the utmost importance, and we have signed up to the Building a Safer Future Charter which promotes positive culture, putting people's safety first in how we plan, design, build and maintain properties.

We worked throughout the year towards achieving accreditation from the Domestic Abuse Housing Alliance (DAHA), and I'm proud to say that in summer 2021 we received this. Accreditation shows that we provide the best possible service to those reporting domestic abuse.

I would also like to extend my gratitude and admiration to the entire Wandsworth community, who came together, supporting one another and displaying brilliant community spirit.

This Annual Report was produced in partnership with a residents' focus group which once again took place on a virtual platform. I'd like to thank all the participants for their 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

Brian Reilly
Director of Housing and Regeneration

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

- **Tenancy**
- **Home**
- **Resident involvement**
- **Neighbourhood and Community**
- **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 2020-2021 were:

Conclude re-cladding works to Sudbury House and Castlemaine and progress plans to retro-fit sprinklers in sheltered and hostel accommodation.

Re-procure **fire risk assessments** to meet the requirements of new fire safety legislation.

Progress the delivery of the **regeneration plans** for Winstanley/ York Road and Alton Estates.

Progress the development of the **new CCTV and emergency control facility** to be fully functioning by early 2021.

Carry out **communal electrical testing and inspections**, prioritising blocks of 10 storeys and over.

Continue work to gain **Domestic Abuse Housing Alliance** accreditation which recognises best practice in dealing with domestic abuse

Put forward proposals to review the council's **Tenancy Conditions**.

Develop a **performance monitoring framework** for the new cleaning contract.

Work with our partner housing associations to complete delivery of **95 extra care homes units** for frail, older residents by 2021.

Continue to progress plans to **deliver 1,000 new homes** over the next 5 to 7 years through the council's development programme.

Commission a survey to provide accurate data on stock condition and identify opportunities for **energy efficiency improvements** to help tackle fuel poverty.

Explore options to install **new technologies** to improve **energy efficiency** in council owned housing blocks including moving to LED lighting.

Work with partners to deliver the **rough sleeper recovery plan** to help re-house rough sleepers temporarily housed during the COVID-19 outbreak and to minimise rough sleeping in the borough.

Produce an easy read version of the **Resident Participation and Consultation Strategy** and review the resident engagement webpages.

*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 2019-20 are shown in brackets.

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 **956 (879)** households in 2020/21 which is slightly lower than the forecast target of **975 (1,241)**.
- Received **2,236 (2,080) online housing applications** this year, which equates to **79.3% (87.5%)** of all applications received.
- **286 vulnerable families** had their homelessness prevented by our teams; this exceeded our target of **282**.
- It took an average of **33.55 (36.8) days to re-let a property**, this is an improvement on last year.
- **Moved 28 (46)** under occupying households to smaller more suitable accommodation therefore freeing up larger properties for families in the borough. Although this is a decrease on last year, we aim for this figure to rise as we move on from the pandemic.
- The number of households in **temporary accommodation (TA)** rose to **2,525 (2,414)** which was lower than the forecast of **2,810 (2,032)**.
- **3.65% (5.68%) of households** in TA are in Bed and Breakfast. This is better than the council forecast of **6% (10%)**, the department has been working hard to provide self-contained accommodation, and only use B&Bs where this is unavailable.
- More than **300 rough sleepers** were accommodated as part of the Government's 'Everybody In' scheme, with **130** currently in TA and **97** now permanently rehoused.
- The council's self-build programme has been progressing well:
 - **70 (31) new homes** completed in 2020/21 despite lockdown restrictions
 - **134 (194) further homes** are under construction, of which **93 (70)** are due to be completed in 2021/22
 - **171 (46)** have secured planning consent
 - A further **110 (210) have had planning applications** submitted or are due to have planning applications submitted for 2021/22
- **189 (221) tenants** were helped to maintain their tenancy by the tenancy support team during 2020/21 who supported them to reduce their arrears by **£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 **£7.46m (£6.21m)**. This equates to **5.85% (4.7%)** of the total rent collected. **12% (10.48%)** of tenants have more than **seven weeks arrears**. This increase is understood to be in part as a result of the financial hardship brought on by the pandemic, and we will work via our financial inclusion, tenancy support and rent collection teams to assist where possible in clearing debts and managing finances.
- For those tenants who need assistance, the financial inclusion team provide **free benefit advice, debt management intervention and help with budgeting, assisting 675 (659) tenants** during 2020/21. The team also run monthly virtual advice sessions and helped around **93 (95) residents**.

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.
- **27 (32) illegally occupied properties** were recovered by the council in partnership with the South West London Fraud Partnership.
- **326 (185) flexible fixed term reviews** were carried out during 2020/21.

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?

- Through a dedicated steering group, the Department continued its work toward achieving the **Domestic Abuse Housing Alliance (DAHA) accreditation** to ensure its response to DA is the best it can be and that clients' safety is at the heart of our decision making. Accreditation was received in summer 2021.
- The department now has **18 DA Champions** across all our teams who will ensure the service given to those fleeing or seeking assistance for DA is excellent.
- The department now has a specialist module on the IT system designed to **monitor reports of DA** which ensures that those who

disclose DA are supported appropriately.

- Served **17 (27) Notices of Seeking Possession for ASB**, this decrease is due to the Covid-19 restrictions on seeking possession.
- **84% (90%) of noise complaints** were responded to within five days.
- Continued to **attend regular meetings with local police's neighbourhood safety teams** and took action in areas of concern where required.



Daffodils at Lennox Estate



Hoarding at Fontley Way



City Harvest - Social Distancing

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 **37,220 (37,244) calls to Wandsworth Emergency Control (WEC)** which required further action during 2020/21.
- **99.6% (99.5%)** of emergency calls* to WEC were responded to within 30 minutes.
- Our **new CCTV and emergency control facility** went live in Spring.
- Removed **29,235 square metres (18,353 msq) of graffiti** at a cost of **£203,654 (£128,230)**.
- **97.87% (99.31%)** of graffiti was removed within target time.
- Allocated **£257,243 (£193,541)** to the small improvement budget for residents' associations (RAs) to fund community projects. This year these have included:
 - Lane Court - external lighting
 - Battersea High Street – cycle hangers
 - Overton House – railing improvements
 - Battersea Coop – bin enclosures
- Plans for **163 homes** at Randall Close and Patmore Centre both received planning consents and are due to start on site in January and February 2022. We continue to explore opportunities for development across many of our existing plots of land.
- The **installation of high-speed broadband** has advanced; CFL have now upgraded **27,453** council owned properties, **77%** of the council stock now has 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

- In September 2020 we saw the **departure of our development partners, Redrow Homes**, whom we intend to replace in the near future.
- We gained approval of the Masterplan by the Planning Committee in October 2020 which will see **1,100 new homes including 261 council homes** (an increase of 103). The proposals will also deliver new community facilities including a new library, youth centre, community hall, GPs, nurseries and more.
- We are focusing heavily on **resident engagement** and have published a revised Community Engagement Strategy and appointed a Community Engagement and Cultural Coordinator.

Winstanley and York Road

- **46 new build flats** have been completed at Mitchell House, York Gardens. Mitchell House is made up of a mix of two and one bed homes, residents began moving-in in April.
- **The first phase of the scheme** will include **502 homes of which 35% are affordable**. The new community hub incorporating a new leisure centre with swimming pools, the improved library and children's and community centres will be delivered later in the programme.



Happy Streets event Nine Elms



Mitchell House

597 Dog related incidents were responded to by the animal welfare team

33 stray dogs handled

13 microchips implanted

8 prosecutions | **102** verbal warnings
100% success rate

136 micro-chipping enforcement notices issued

3 community protection notices issued

133 complying | **3** prosecuted

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

Neighbourhood and community

continued



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?

- The department continue to support the **Children's Services Multi-Agency Safeguarding Hub (MASH)** to ensure effective joint working to **improve safety of children** in the borough.
- The department also continues to have representation on the **Multi-Agency Risk Assessment Conference (MARAC)** every four weeks which is a conference to discuss the highest risk DA 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.
- **All Housing and Regeneration staff** undertake safeguarding training when they join the council and every three years thereafter. With many staff working from home we have encouraged **231 (62) staff members to undertake specialist courses** on safeguarding adults and children.
- **296 staff members** undertook online training in how to recognise and respond to DA, we also have classroom-based training on this subject.
- We began **work on Doddington Square** as part of a £300,000 programme to improve the garden for the residents and create an area where people can be proud to live and work.
- Our gardeners made sure the estates were bright, even in lockdown, **planting 55,000 daffodil bulbs** across six estates.
- **The roll out of LED lighting** has started with approximately **970 new LED bulbs/lights** installed across nine estates.
- We established the **Green Agenda Housing Steering Group**. This brings together colleagues to drive forward the significant changes needed to deliver on the objectives of the Wandsworth Environmental and Sustainability Strategy.
- We successfully bid for funding from the **Green Home Grant Local Authority Delivery 1a and 2 schemes**. The grants will contribute to a suite of retrofit works to improve the energy efficiency of around **30** tenanted houses including improved insulation, solar panels, low carbon heating and heating controls.
- The department continued partnership work with the **Chelsea Football Club Kicks** who had to work differently this year, providing virtual activities including quizzes, challenges and podcasts as opposed to the usual physical sessions. In December the Kicks delivered a programme called **Winter Unlocked** in collaboration with the **Food Activity Programme** to **47 children** in Wandsworth.
- **Chelsea Kicks** also helped our **Lennox sheltered residents** remain active at home by providing activity packs and committed to providing **30** of the Lennox's most vulnerable residents with three meals a day.
- We continue to work with **Wandsworth Workmatch** which couldn't hold events this year, however, did complete training with 451 residents, and engaged with 524 Wandsworth residents.



Doddington Square

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 £20.199m (£31.663m)** to maintain the council's housing stock; because of COVID-19, any work that involved entering homes was temporarily suspended, therefore leading to a reduction in spend. We look forward to an increase with the return of business as usual.
- We undertook further **environmental improvements** to our estates at a cost of **£497,000 (£595,000)**. These included:
 - improvements to communal spaces
 - additional planting
 - resurfacing and ramped access provision of play area
 - improved security and lighting
 - increased cycle parking
 - providing screens for the recycling bins
- **Started 38 (40) major works projects** including roof renewals, window renewals and external decoration schemes.
- 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**.

*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 (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?

- **£25.9m (£28.1m)** spent on planned and responsive repairs.
- **86.4% (86.6%) of repairs** were **completed within target time**. We continue to monitor repairs performance; the re-tendering of contracts is expected to improve performance over the coming year.
- Launched a **new transactional repairs satisfaction survey** as a method for collating real-time satisfaction data and responding to individual issues as they arise.
- Carried out **annual gas servicing in 99.22% (98.47%)** of tenanted properties.
- The **new cleaning contract** which was as a result of a resident consultation started in April 2020 and will run until 2028.
- A monitoring framework for the cleaning contractors is in place, their work is inspected and rated A-D. For 2021/22 the target will be **90% grade 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.
- We successfully bid for inclusion on the **Technical Assistance Pilot**. This offers specialist consultancy services free of charge over the course of six months. The consultants have assessed our housing stock and are using this analysis to develop a strategy for **improving the energy efficiency of our stock** along with a resident engagement plan.
- Established a new **Compliance Team** in September 2020. As well as ensuring

compliance of safety requirements across our housing stock, the team are commissioning **new Fire Risk Assessments for all blocks**, a new stock condition survey and are improving our asset management system.

- Block and estate **health and safety checks** are carried out on a quarterly basis. In addition, Estate Service Officers (ESOs) carry out ad-hoc inspections.
- We are one of four local authorities in the country to be an early adopter for the proposed changes coming in via the **Building Safety Bill** following Dame Judith Hackitt's independent review of building regulations and fire safety.
- We've signed up to the **Building a Safer Future Charter** to promote positive culture and change; focusing on putting people's safety first in how we plan for, design, build, maintain, and look after the safety of our buildings and protect those that use them.
- A **Building and Fire Safety Project Group** has been established to progress several workstreams to meet the new building safety requirements.
- The **retrofitting of sprinklers** in sheltered housing schemes is progressing well with phase 1 surveys now complete, and designs being put together to be approved by building control.
- **30 out of 32** flats in Homeleigh Court are complete

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?

- When lockdown was first announced the department contacted over **3,000 tenants** aged over 70 to check how they were coping, and assisted with food parcels, shopping schemes and a befriending service.
- The department worked closely with Age UK to facilitate the delivery of over **3,500 food parcels** at the beginning of the pandemic and have continued to support vulnerable residents throughout.
- Our supported housing services continued to run for our sheltered housing residents despite the pandemic.
- Despite being unable to conduct business-as-usual, we still managed to deliver **263 (369) disability adaptations** to enable people to remain independent in their home.
- We invested in **staff training** – an additional member of staff has completed the Level 4 Trusted Assessor course. This allows them to complete more minor adaptations such as grab rails and stairlifts. It means these cases do not have to be placed on a waiting list and have a quicker turn around.
- Exercised powers to **complete adaptations** without a means test, where the client was vulnerable and unable to undertake the assessment e.g. due to dementia.
- **19 (17)** people requiring adapted housing were allocated accessible homes.
- **2,249 (2,167)** residents use **WATCH Lifeline** service which helps older residents and those with disabilities to remain independent in their homes. **82 (220) new users** signed up to the service in 2020/21.
- There were **324 (203) Telecare users** at the end of 2020/21. 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 **46 (48)**, 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*.
- **Two extra care homes (95 units)** in the Borough for frail and elderly people are progressing well with both now on site and under construction despite a slight delay due to the pandemic.
- 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 not only to young residents but older residents living in sheltered accommodation. This year they took their events onto a virtual platform hosting quizzes, challenges, and podcasts for **506** participants during 2020/21.
- 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 Assessment's (EINAs)** for all policy statements to ensure we are serving all members of the community fairly.
- We also created a **staff equalities board** to continue to push for cultural growth and change.



*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 **40 (54)** accredited **Resident Associations** in the Borough, our RPOs continue to work with **18 associate RAs** who hope to gain their accredited status soon.
- The council created, piloted (special thanks to Park Court RA), and supported a **virtual reaccreditation process**, helping RAs not to lose their accredited status due to social distancing restrictions.
- **2 resident focus groups** were conducted, one to review last year's annual report and another to review the department's resident engagement webpages. Social distancing meant that these focus groups were on Microsoft Teams and attendance was as successful as face-to-face events.
- **Area Housing Panels** had to be temporarily suspended due to social distancing, before being moved to a virtual platform.
- We have continued to deliver **Homelife newsletters** quarterly to keep in contact with our residents and keep them informed, including an additional edition in May 2020 with a COVID-19 update.
- **Social inclusion schemes** have been delivered across the borough, including film screenings on the Alton Estate aimed at our elderly residents.
- There are **14 (19) 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.
- We **consulted** with our residents regarding whether they would like a virtual **residents' conference**, or whether it would be preferred to be face-to-face. Listening to our residents, we look forward to hosting a residents' conference with training and networking when physical social gatherings are safe.
- We **redesigned** our resident engagement webpages making them more user-friendly and engaging, as well as publishing an **easy-read version** of our Resident Engagement and Consultation Strategy.
- Overall **tenant satisfaction** is **64% (66%)** and **54% (51%)** 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 **71% (82%)** of tenants and **76% (83%)** of leaseholders are satisfied with their neighbourhoods as a place to live

We conducted a survey with new tenants

76% feel that they understand what to expect from their landlord after the sign-up

67% are satisfied with the services provided by Wandsworth Council

65% overall are satisfied with their new home

63% agreed common parts of the block were in good order

72% of tenants are satisfied with the running of the local area

74% said their neighbourhood was a nice place to live

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?

- In this daunting period, we have kept residents up to date through **letters, webpage updates** and a **'special' Homelife edition** specifically aimed at tenants and leaseholders and their concerns e.g. COVID-19 updates, eviction information and landlord obligations.
- The council has now **implemented a two-stage complaints system** which ensures the complainant has easier access to fair and swift redress.
- We have had an increase in the number of complaints, dealing with **299 (227) complaints** (both housing service and contractor).
- **55.85% (69.16%)** of complaints were responded to within the target time of 10 working days, this reduction can be attributed to the transition to a new complaints' procedure, we will endeavour to remedy this moving forward.
- **62.58% (67.40%)** of complaints were dealt with at stage one of the complaints procedure.
- We **continue to work** with our co-ops to amend their management agreements with a new complaints process.
- We welcomed the Social Housing White Paper from central government, which outlines a **Charter for Social Housing Residents** which we have reported on and continue to contribute to consultations.
- We have also welcomed the new **Housing Ombudsman Scheme** and completed a self-assessment to ensure the council's compliance.

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 **£11.065m to £298.847m**. 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:
 - **1,867 (1,530)** Notices of Intention*; and
 - **1,450 (851)** Section 20 Notices* on leaseholders.
- In addition to notices for major works the council consulted on the **renewal of long-term service agreements** for the area repairs contract:
 - **16,315** Notices of Intention served on leaseholders
- The average weekly management cost during the year was **£20.58 (£19.01)**.
- The average weekly maintenance cost was **£30.16 (£32.46)**.
- Average weekly rent was **£126.32** compared to **£125.50** last year.

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



Priorities for 2021-2022

During 2021/22 undertake 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 on the Winstanley and York Road Estate and Alton Estate.

Continue the programme for **retro-fitting sprinklers** in sheltered and hostel accommodation. First Phase due to complete in December 2021.

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 new 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.

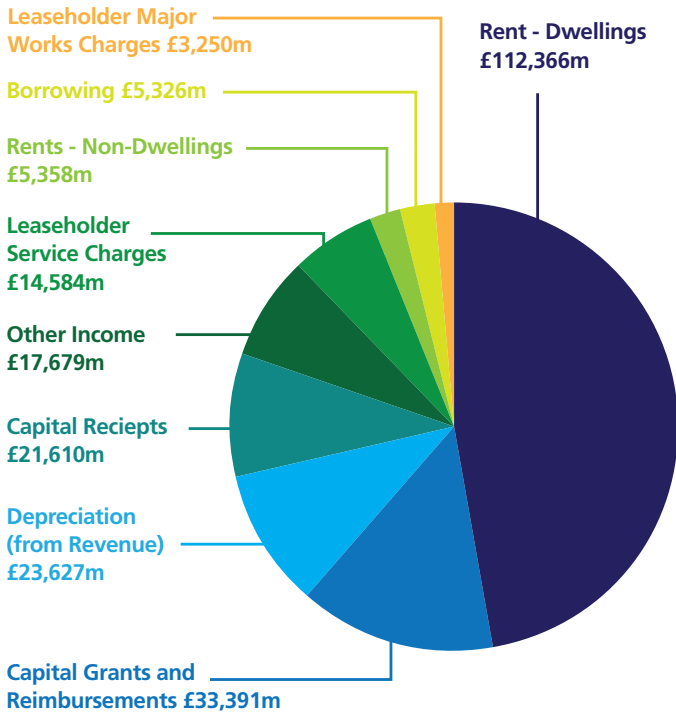
Supported Housing Delivery – to complete delivery of **95 extra care homes** on two developments at St Johns Hill and Pocklington Court by the first quarter of 2022/23.

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

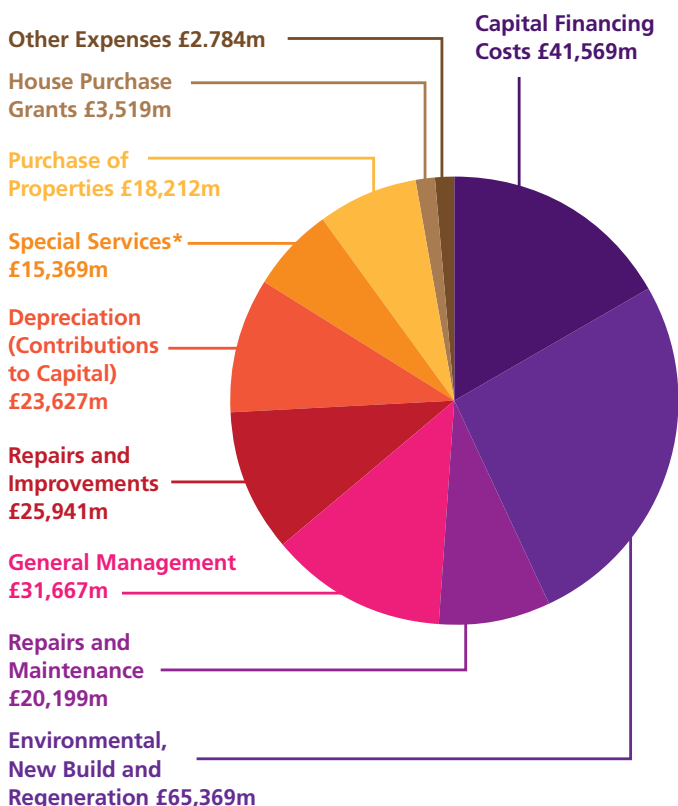
In preparation for the potential increase in homelessness approaches as a result of the pandemic, **review resources to prevent and alleviate homelessness where possible**.

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

Housing revenue account 2020/21 Income total £237,191m (£219,302m)



Housing revenue account 2020/21 Expenditure total £248,256m (£252,811m)



community news

Harbridge Avenue children get busy with seed bombs



The Roehampton regeneration team held a workshop on 2 June on Harbridge Avenue to show local residents how to make, decorate and plant seed bombs which were planted around the tree pits. While the seed bombs dried in the glorious sun the kids decorated sticks so they knew where they had planted their seeds. They promised to water them every day!



Get involved!

Are you a Wandsworth Council tenant or leaseholder? Do you want to get more involved in decisions about your housing but are not sure how to?

We offer a range of ways in which you can get involved and have your say, for example:

- focus groups
- readers panels
- working groups
- residents' associations

If you would like to be informed of any upcoming events and learn how to get involved then please contact your Resident Participation Officer and ask to be added to the mailing list. Our events are currently being held online and over the phone meaning you can join in from the comfort of your home. Events are both during and after working hours so you can take part at a time that suits you.



Sowing seeds at the Savona

Residents of the Savona estate enjoyed participating in Urban Canopy's Sown from Home workshops in the spring.

60 seed growing packs were given out to residents and feedback received at the planting out sessions in April was very positive. One resident said that they: "loved the opportunity to connect with nature whilst being in the city!" and another praised the project as being a great chance to teach her child about where food comes from.

Most of the residents had never previously participated in any community gardening on the estate and some expressed an interest in taking part in future



gardening activities.

The remaining seed packs were given to pupils of St George's primary school with Urban Canopy delivering a planting out workshop in the school playground.

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



Eastern Team

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



Central Team

Siovhan Crombie
(020) 8871 8694
Siovhan.crombie@richmondandwandsworth.gov.uk



Western Team

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

Plant sale at Putney Vale

Putney Vale's community garden plant sale in May was a terrific success. Raising over £120 for future seed purchases, the event saw more than 40 people of all ages visit throughout the day.

Designed for easy access for disabled and able-bodied members of the community, the garden saw a diverse turn-out from neighbouring Kingston Vale and the Putney Vale Allotment Society.

Tomato plants were a popular sale item, as well as more exotic lemon and artichoke plants grown from seed.

Visitors enjoyed free homemade elderflower cordial and botanically inspired cupcakes from local business Gio Bakes.

Maria Teresa Barletta, Putney Vale garden leader, said: "Community gardening in Putney Vale helped many to cope in lockdown. It offered mental health and physical benefits in nurturing new life as a group". Focusing on social connections between residents, the community garden encourages all to get involved and learn about gardening regardless of age or experience.

Next year, gardeners aim to replace old beds with environmentally friendly recycled planters and look forward to welcoming many more green-fingered residents, as well as hosting gardening and floristry workshops.

To find out more, find Our Putney Vale on Facebook.



Crime prevention at Goulden House

The local Safer Neighbourhood Team visited Goulden House estate recently to carry out security bike marking for estate residents and those living in the area.

It certainly was crime prevention at its best with the Met Police Officers and Police Community Support Officers briefing attendees on other crime prevention measures while their bikes were being marked.

The council covered the cost of the materials.



Open-air gallery comes to Roehampton!

Local resident Lynne Capocciana, has worked with other residents, the council and Roehampton community week to install an open-air gallery, accessible to all, at Danebury Avenue, Roehampton.

When Lynne Capocciana was given 20 large window panels which were left over from a local building project, she set to work on how these could avoid landfill and be used for the benefit of the community. Lynne primed the panes and distributed them to local professional and non-professional artists as well as schools.



The Community Engagement and Cultural Coordinator from the council's Roehampton regeneration team arranged for hoardings to be placed around the old Co-op and pharmacy at the entrance to Danebury Avenue which are currently empty. These were painted white to take on the appearance of a gallery wall and the glass panels – once ready – were professionally hung to provide a huge outdoor gallery space, open to all 24/7.

The gallery opened on 5 July as part of the Roehampton Community Week and will remain in situ for an estimated six months. Please do pop along to enjoy the art!

Are you recycling correctly?

Putting the wrong things in your mixed recycling can make it difficult to recycle all the correct materials and results in additional costs for the council.

Regular sampling of the contents of orange-lidded recycling banks between April 2000 and March 2021 found that 29% of the material in them should not have been there! This compares with only 11% for the contents of clear recycling sacks, so there is plenty of room for improvement.

Most of the wrong things being included were difficult-to-recycle plastics and food on containers that haven't been rinsed out properly. Only plastic bottles, pots, tubs and trays can be included in Wandsworth's mixed recycling. Plastic bags and films can't go into your household recycling however if they bear this logo they can be recycled at most large supermarkets.

RECYCLE WITH CARRIER BAGS AT LARGER STORES

NOT AT KERBSIDE

FILM

All containers should be empty with any food remains rinsed off. Where possible please break up and flatten items, such as cardboard boxes, to prevent bins overflowing. For a full list of what can and cannot go into your mixed recycling please visit www.wandsworth.gov.uk/household-rubbish-and-recycling-collection

sheltered housing news



James Searles Lodge resident, Roddy McMahon, gets to grips with the tablet

Digipals scheme helps residents

The residents at James Searles Lodge sheltered housing Scheme have been supported by AGE UK Wandsworth to improve their IT skills through their Digipals project.

The service offers friendly support to older people in Wandsworth to connect with others through emails, video calls and social media. It also supports older people to use the internet to access online shopping, information and entertainment.

The service loaned a tablet with 4G connectivity to each tenant and provided tutorials, both in person and via remote access software, to boost their learning and confidence with using the device and accessing the web.

Ongoing support is then provided, alongside guidance on buying a device and wifi or data packages for the home, allowing tenants to stay connected.

For more information about the scheme visit www.ageukwandsworth.org.uk or email digipals@ageukwandsworth.org.uk.

Looking for Retirement Housing?

Are you currently living alone and want reassurance that you can maintain your independence whilst enjoying the benefits of living in a warm, welcoming, and vibrant environment?

Wandsworth Council's sheltered housing schemes provide affordable housing specifically adapted to the needs of individuals who want to remain independent. Sheltered housing in Wandsworth offers a range of studio self-contained apartments, one and some two-bedroom properties that are well proportioned and have the added extras of an emergency alarm call system and integrated fire alarm system for added safety.

Sheltered housing allows you to socialise and relax with other residents in the knowledge that there is also 24-hour support available if you need to use it. A Sheltered Housing Officer is at hand during the working week and is contactable during office hours.

You might be undecided about the transition from your present home to a sheltered housing community. Why not visit one of our schemes to experience first-hand the facilities and activities available?

For more information visit www.wandsworth.gov.uk/shelteredhousing or call 020 8871 8198.

Our lockdown opportunity

Ian and Susan have been residents of Doris Emmerton Court for some years and have always enjoyed participating in events at the scheme or helping out at their local church.

They found the Covid-19 lockdown difficult especially as they were in the clinically vulnerable group. Whilst lockdown curtailed their usual activities, it did also have a silver lining.

Because of Susan's disabilities, they moved from their top floor flat to the ground floor in July last year, into a flat that had a small garden. It was important to them that the garden provided an accessible, informal space that provided colour and interest all year around.

Recycling existing materials, Susan and Ian used this last year at home to transform a previously unloved space into



Picture to the left:
The garden before.

Pictured above: Ian and
Susan with the garden now

a cottage style garden. Filled with over 70 types of bee and butterfly loving plants Ian and Susan feel they have created their very own little paradise.

Reassurance and peace of mind at the touch of a button

WATCH

Lifeline Alarm Service

FREE four week trial

To find out more about our push button response services contact:
call: 020 8871 8198
email: watch@wandsworth.gov.uk
www.wandsworth.gov.uk/watch

TeleCARE

Automatic sensors and push-button alarms to help you remain living in your home.

Independence for service users

24-hour reassurance for carers

Phone: **(020) 8871 7707**
Email: accessteam@richmondandwandsworth.gov.uk

www.wandsworth.gov.uk/telecare

regeneration updates



Community Shed reopens in new home

Work is complete on converting a vacant retail unit at 5 Portswood Place in Roehampton into a temporary workshop to enable Roehampton Shed to recommence woodwork projects in the local community.

During discussions with the Roehampton Response Network, the Alton regeneration team realised that this valued community group could not operate in their existing space due to social distancing guidelines.

The new, larger space will enable Roehampton Community Shed to continue to collaborate with groups on community projects across Roehampton, including making hedgehog homes and other items to enhance outdoor spaces and connect residents with nature. The team have also taken pride in building and maintaining planters outside their new HQ; providing a more pleasant environment for local shoppers.

Philip Benton from the Roehampton Shed Management Committee said: "The new premises have transformed the offer of the Shed. The larger space and better configuration massively expand the scope of what we can do. Our vision for the long-term is to create a whole repair shop movement – showing people how to make and mend things themselves."

Roehampton Shed follows the aspirations of the international Men's Shed movement and predominantly provides a relaxed and creative space where members can socialise and have fun, whilst engaging in practical projects that support the local community. The Roehampton Shed is supported by the charity Age UK, and includes younger members as well as women.

Bessborough Road completed!

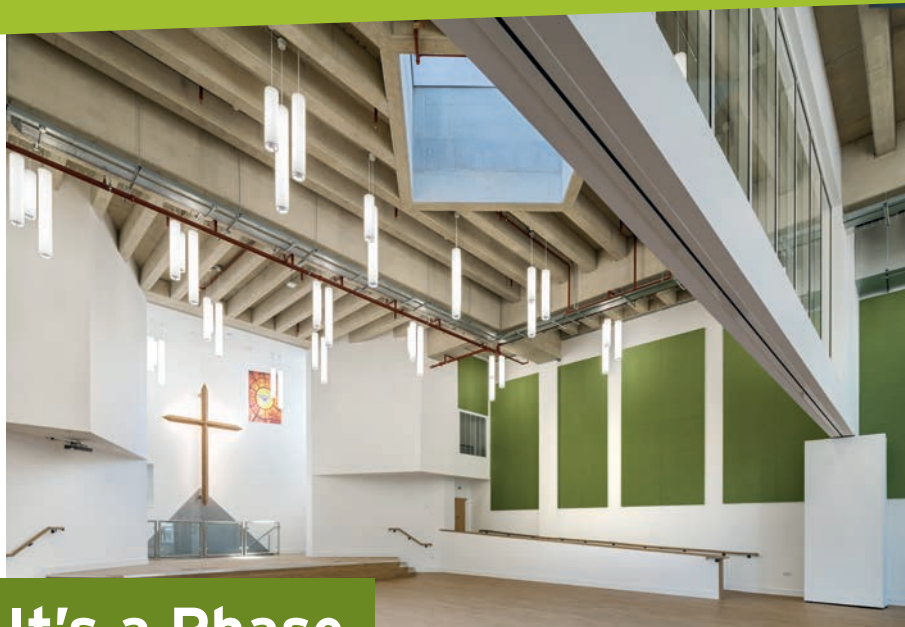
The first families are preparing to move into the new block on Bessborough Road in Roehampton.

The development is the first block to be completed as part of the regeneration of the Alton estate, providing 10 contemporary homes across four floors for existing tenants and resident homeowners from the Alton regeneration area.

Hayley and her two sons are moving across from nearby Allbrook House. Hayley says: "We are so excited about our brand-new home! It meets our housing need and is in a convenient location – right by a bus stop and close to my son's school. We love having so much private outdoor space and look forward to meeting other residents in the communal garden; I know my littlest one will enjoy this play area for many years to come. I also got to choose the paint colour for my walls and between carpet or laminate flooring. We are so happy."

All the new homes are fully adaptable to meet the future mobility needs of residents, whilst one of the maisonettes has been designed specifically to meet the requirements of wheelchair users. All residents enjoy their own private garden or balcony and have access to on-site parking, bicycle storage and a secure communal garden. According to the Site Manager, this block is the highest quality council housing he has built in the 20 years he has worked for Redrow Homes!

Winstanley and York Road Construction Update:



It's a Phase

Phase 0 of the Winstanley and York Road Regeneration project is virtually complete, comprising three new blocks along Grant Road: Mitchell House, Duval House and a new building for Thames Christian College and Battersea Chapel Baptist Church.

The 46 social homes at Mitchell House (Block A) are almost fully occupied, following some delays due to Covid-19 restrictions.

The Battersea Chapel is now moving in to Block B and Thames Christian College will be moving into their new building from January 2022.

This early development phase has been vital in unlocking the rest of the regeneration site. When the church and school have been fully relocated, the demolition of the existing buildings will allow for the delivery of Blocks 6 and 7 which will provide both new build council and private housing.



Let the Games Begin

A brand new multi-use games area (MUGA) has recently been opened to the public. Located next to the new school and church, it replaces a small football pitch previously located within the Winstanley estate.

The site is open to all residents who want to practice their sporting skills. Our cleaners will manage access to the site, which will be open from 09:00 to 20:00 or dusk, seven days a week.

Phase 1 Begins

The first steps on the regeneration journey at Winstanley and York Road have begun in earnest. Contractors are currently undertaking enablement works for Block 5 - the first block of new build homes.

Designed to the mansion block design detailed in the master planning phase of the project, Block 5 provides 125 brand new council homes for existing estate residents across three cores of 14, 12 and six storeys. All three blocks will have direct access to the new park when

this is complete.

The new homes will meet and, in many instances, exceed the Mayor of London's size specifications giving residents generously sized new homes. There will also be over 300sqm of ground floor retail space which will likely be grocery retailer.

Homes will also be much more energy efficient compared to residents' current homes. Each will have its own utility pod, allowing ease of access for maintenance, as well as individual heating and hot water meters, giving residents an accurate gauge of their usage and expenditure.

Block 5 should be ready for the new occupiers to move in from summer 2023.



Safeguarding Adults Week

15 - 21 November 2021

Safeguarding Adults Week is a time for organisations to come together to raise awareness of important safeguarding issues.

The aim is to highlight key safeguarding issues, facilitate conversations and to raise awareness of safeguarding best practice so that we can all be better at looking after vulnerable adults together.

We hope the week will enable more organisations and individuals to feel confident in recognising signs of abuse and neglect and recording and reporting safeguarding concerns.

If you have any concerns about an adult these should be reported 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'

Building safety update

Fire Safety Act 2021

In April the Fire Safety Act 2021 came into force.

The Act made amendments to the Regulatory Reform (Fire Safety) Order 2005, a piece of legislation which places a responsibility on those managing buildings to take certain steps to reduce the risk of fire. It aims to make it clear where responsibility for fire safety lies in communal areas of buildings containing more than one home, like blocks of flats.

The Act clarifies that those responsible for managing a building must ensure the external walls (including doors, windows and balconies) and front entrance doors are assessed for safety to reduce the risk of fire. For more details on the Fire Safety Act visit: www.gov.uk/government/publications/fire-safety-act-addendum

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

Housing for all

Wandsworth Council building
1,000 homes to rent or buy

New affordable homes for Furzedown

Garages at The Alders will be transformed into 34 new, affordable homes.

New and existing residents will benefit from two new play spaces and additional paths, landscaping, parking and new lighting.

The homes will be a mix of one, two and three bedrooms with three fully accessible wheelchair properties and are part of the council's Housing for All programme, building 1,000 new homes across the borough.

The scheme received the full support of the Planning Committee in July and work is likely to start next summer. The local community will have their say throughout the process. Watch this space!