

Homelife

Issue 98
September 2023



Happy Street Festival
in Battersea page 27

New community
garden success page 6

London Borough of
Culture page 12

Housing Annual
Report page 13



Useful contacts

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

Housing contacts

Housing Customer Centre

90 Putney Bridge Road London SW18 1HR
(serving Central, Eastern and Southern Area Teams)

Western Area Housing Office

Roehampton Parish Hall, Alton Road,
London SW15 4LG

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
Housing hotline: 020 8871 6161

Joint Control Centre (formerly known 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 [wbcrepairs@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

To find out your gas contractor call 020 8871 7040

Housing Ombudsman

If you have made a complaint to your landlord and you feel your complaint is not being dealt with correctly, you can escalate your case to the Housing Ombudsman who will provide impartial advice and support to try and resolve the matter for all parties.

The Housing Ombudsman can be contacted via:

Email: info@housing-ombudsman.org.uk

Telephone: 0300 111 3000

www.housing-ombudsman.org.uk

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



Welcome to our September issue of Homelife

In September's issue we always publish our annual report to residents. This shows how we are performing across the key areas of home, neighbourhood and community, tenancy, resident involvement and value for money. I want to thank the resident focus group that met over the summer to help put this report together.



I'm pleased to announce that we have brought forward a bold Housing and Homelessness Strategy – part of creating a fairer, more compassionate Borough for everyone which I will go into in more detail below.

This is now out for consultation so please take the opportunity to tell us what you think we have got right and where you feel we should prioritise resources.

You can see on page 8 some of the entries we had for the gardening competition, it's great to know there are so many well

kept gardens and balconies and see communities coming together to create gardens for all residents. As you read this we will have been out and about judging the gardens and will be announcing the winners in the next Homelife.

I also want to highlight the serious issue of charging e-scooter and e-bike batteries overnight. Unfortunately in Wandsworth we have also had fires caused by this. See page 24 and with advice from the LFB on how to charge these safely.

Lastly, I want to remind residents of the Resident Conference being held on the 4th October. This is open to members of residents associations and housing community champions. It's not too late to confirm you are attending. See page 9 for more information.

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

Aydin Dikerdem
Cabinet Member for Housing

Have your say!

New direction for housing in Wandsworth

The new Housing and Homelessness Strategy sets out a series of ambitions for the council over the next five years.

We will continue our new council homes building programme, one of the most ambitious in London, whilst also ensuring private developers meet their obligations to build more genuinely affordable homes for social rent.

Over a third of our borough are now private renters. We'll be introducing a boroughwide additional HMO license and selective licensing to help to crack down on rogue landlords and ensure private tenants are not exploited.

We saw during Covid that when there is political will, rough sleeping can be ended overnight. Sadly, with the cost of living crisis and rising rents it is again on the rise in our borough. We will establish an in-house rough sleeping hub that brings together council services and partner agencies to provide a single point of access for rough sleepers.

We are committed to supporting residents with additional needs through supported housing, providing suitable properties and adaptations to existing properties, both council owned and in the private rented sector.

We're proud to be leading the way with dedicated Specialist Housing Occupational Therapists who help us provide suitable homes for existing and future residents who may have health conditions or impairments.

And for the first time in over 20 years, increasing the number of estate managers to provide more visibility for residents on estates to improve the service provided.

Because having a decent home goes beyond bricks and mortar – it can improve physical and mental wellbeing, and provide stability on which we can thrive.

That is why our Housing and Homelessness Strategy is so ambitious and far-reaching. Find out how to get involved overleaf.

The council would like to hear your views on the draft Housing and Homelessness Strategy 2023-2028 – New direction for housing in Wandsworth.

Let us know what we got right, do you agree with our objectives, and where do you feel we should prioritise our resources?

Please read the draft strategy document and give us your views using the online survey below.

If you require the questionnaire or documents in another format, please contact hms@richmondandwandsworth.gov.uk or **020 8871 8942**.

The link below takes you to the consultation page where you can tell us your views:

<https://haveyoursay.citizenspace.com/wandsworthhrd/whhs-23>



Working to identify RAAC

Residents may have read about the presence of reinforced aerated concrete (RAAC) in a number of public buildings, including schools and hospitals.

This lightweight building material was used between 1950 and 1990 and in some instances is now showing signs of deterioration.

It is not believed that this material was used in any volume in the construction of residential buildings and to date (14 September 2023) there have been no reports of the presence of RAAC in residential buildings across the country but checks continue. As a precautionary measure the council is checking estate clubrooms and other single storey buildings to establish if this material has been used and if so what is the condition of the affected building.

Residents who might be affected will be kept fully informed should remedial works be required to any building but if you have any concerns regarding your own home please contact your estate manager.

Tackling the climate emergency



No Mow May

This spring communal gardens around the borough were once more buzzing with activity as lawns were left to grow on and flower as part of our participation in No Mow May, giving vital pollinating insects and butterflies an important source of food and habitat.

Wildflowers within the lawns are a great source of nectar for a variety of native species, as well as adding a splash of colour throughout spring. This year more lawns than ever before were included in this initiative, with many continuing to grow on into June and beyond, extending this support for wildlife into the summer.

If you would like more information on this programme of works, or to find out how you can get involved with the gardening where you live, we would love to hear from you. Please contact Ian Harrison, Horticultural Services Manager, via email to ian.harrison@richmondandwandsworth.gov.uk, or by telephone on 020 8871 7900.

 recycle

Recycling made easier

The council is making it easier to recycle across the borough, to find out more about what you can and can't recycle visit the [recyclenow.com](https://www.recyclenow.com) – and use the 'Recycle Now locator' to find out what you can and can't recycle, as well as what can be recycled at home and many other locations across Wandsworth.



Introducing the Aboyne Community Garden

We spoke to residents who set up the community garden to find out more...

Where is the community garden, what do you grow and how long has the garden been going?

The Aboyne Community Garden was established in late March/early April 2023. It is based on the green close to Blocks 1 and 2 Strathdon Drive. We are still in the early stages of development but already have one flower planter full of plants and two fruit and vegetable and herb planters. So far, we have planted a range of seeds and seedlings including strawberries, cherries, beetroot, onions, potatoes, turnips, sweet corn, broad beans, tomatoes, squash and chilli plants. We have also planted herbs including mint, parsley, chives, oregano and thyme.

What have you got planned for the garden this year?

We are still planting and growing in a purely organic way, and we are delighted with our recent mini harvest where we harvested carrots, beetroot and spring onions. We've been successful in our bid for funds from the Big Green event receiving £250 to purchase three fruit trees - an aprium, cherry and pear trees. We held a tree planting event which was attended by about twenty people and children planted sunflowers. The council provided us with a water standpoint, allowing us to water almost everyday this summer.

Who and how can residents get involved?

The garden is open to anyone living in the Aboyne Estate and surrounding estate on St. George's Grove. At present we have 20 members of the gardening group, with more people joining as people stop to chat and word of mouth spreads the news. A consultation was carried out in early March and all residents of the Aboyne were invited to join in.

Any additional comments?

We are really proud and excited about our garden. Apart from the joy of sowing and watching everything grow, many new connections and friendships are developing amongst residents and there is a great team spirit. We also have children involved in planting and watering the garden which is fantastic. We are very grateful to Sir Robert McAlpine for providing and installing the planters, and for the plants and shrubs they donated. We would also like to thank the Council for providing paving around the planters, and a garden shed with water butts, and for their ongoing advice and support in developing the project, particularly Millie Copas and Ian Harrison. The garden would not have been possible without the generosity of both parties.



WoW mums trip to Weymouth

WoW Mums annual, residential trip to the seaside was successful and educational.

They went for a three day trip to Weymouth in Dorset this year. Some of their members, who have more than two children, benefited the most from this trip, as they would not have been able to afford the residential holiday for the whole family.

A special treat was a trip to adjacent Chesil Beach in Portland, one of the biggest beaches in the country, full of fossils. There, they explored the rocky Jurassic peninsula full of ancient treasures from millions of years ago. On top of Portland peninsula they found the Olympic rings from the 2012 summer Olympic games in London.

The following day they visited Weymouth harbour. They enjoyed lovely walks through the Georgian town and saw plenty of boats and yachts in the Harbour, including the RNLI Lifeguard boat. As it was Lifeboat Week, while they were there they got to see live demonstrations of some of the life-saving techniques the RNLI practice and employ.

They would like to kindly thank the council, on behalf of the families, for continually part-funding this educational and rehabilitating trip for people with health problems in Battersea. They spent the grant to part pay for accommodation and transport for this three day trip.

Roof-top community gardeners dig deep for prize plants



Over the summer, community gardeners at a Battersea roof garden planted out hundreds of plants donated from the prize-winning RHS Chelsea Flower Show garden which was inspired by their own space.

An RHS Gold Medal was awarded to the London Square Community Garden show garden which had drawn inspiration from the Doddington and Rollo estates' half-acre garden tucked away on the roof of a former car park.

Volunteers from the community garden had helped build and maintain the show garden, deadheading flowers and watering plants before the world-famous show opened in May.

Once the Flower Show closed, hundreds of different show-stopping plants, together with a pergola, pizza oven, outdoor bookcase, storage cabinets and even hard landscaping were transported across the river from Chelsea to their new home in the Doddington and Rollo Community Garden.

Councillor Simon Hogg, Leader of Wandsworth Council said: "I'd like to thank the local volunteers who help this beautiful community garden to thrive and who worked hard in their spare time to plant out all these generous donations."

Improvements to bin enclosures at Hazelhurst Estate

A Housing Community Champion, Michelle Buckland, has worked with Housing to improve recycling bin enclosures on the Hazelhurst Estate.

The enclosure is a great example of how residents and the Council have worked in partnership, to come up with an effective solution to address historical fly-tipping issues in



the area. The timber enclosure fits in well with the surrounding area and fly-tipping has subsided significantly since it was installed.

It is envisaged that with continued support from the Council's Estate Services/Waste Management, residents will benefit from having the opportunity to recycle their refuse in a centralised location.

Gardening competition 2023

A big thank you to all those who submitted entries to our first gardening competition. At the time of writing this officers and Aydin Dikerdem, The Cabinet Member for Housing are out and about judging the competition. Winners will be announced in the December edition of Homelife. For now here are some examples of entries received.





Residents'
Conference
2023

Residents' Conference 2023

4 October 2023, 9.30am to 3.30pm

Civic Suite, Wandsworth High Street, SW18 2PU

We are excited to announce we are holding the Wandsworth Council Annual Residents' Conference

The Residents' Conference is aimed at residents involved in the council's resident participation structures through:

- Membership of a Residents' Association
- Being involved in a Resident Management Organisation
- Volunteering as a Housing Community Champion

Professional led training

Residents will receive professional led training by England's leading tenant engagement experts, Tpas, who promote, support and champion tenant involvement and empowerment in social housing.

Community groups

There will be a number of community groups hosting stalls in this year's conference, and this will provide residents with the opportunity to discuss the work they do to support their local community.



Your view matters

If you are involved in our resident participation structures then please contact your local Resident Participation Officer if you are interested in attending the conference.

You can review the training offered from last year's conference on our Residents' Conference webpage here: www.wandsworth.gov.uk/residents-conference.

Refreshments and lunch are provided to all.



Scan for
webpage



Works to vacant properties

When a tenant leaves a property there is a period of time between the old tenant moving out and the new tenant moving in. These periods are an opportunity to complete any necessary works.

Depending on the condition these works can range from basic repairs, kitchen and bathroom upgrades, cleaning and electrical re-wires.

We want to re-assure you that if you see an empty home on your estate we will be working hard on this property so it's ready for a new tenant as quickly as possible. Sometimes we will complete disabled adaptations or extend a property to house a larger family so these will be empty for longer while the works take place. We have had a high number of void properties and have worked hard to reduce this number including taking on additional contractors to complete works.



REGENERATION NEWS

A snapshot in time

■ To mark the Coronation, we were delighted to welcome local MP, Fleur Anderson and the former Mayor of Wandsworth to join us for the burial of the Alton Time Capsule on Downshire Field (known locally as Bull Green).

The time capsule represents a precious snapshot of current life on the Alton, with items contributed by local schools, faith groups, community groups and local services. The intention is to communicate with future residents of the estate and give them an insight into our lives.

Inside the capsule are items that represent our lives today, including newspaper pages, photos, menus, event flyers, and other mementos such as a 'Letter to the Future' written by Fleur Anderson on House of Commons' paper.

Most important of all, the time capsule represents the Alton estate - the sense of belonging and community spirit - which is what makes it such a special place.



Wandsworth Arts Fringe on the Alton Estate

This year, the Alton Regeneration team was delighted to host several events during the annual Wandsworth Arts Fringe (WAF).



Grow Roehampton Street Band

The band, which included over 50 children from schools in Roehampton, performed specially composed and arranged music in a procession that started outside Roehampton library, and proceeded along Danebury Avenue, finishing by the new rainbow steps.



G64 Theatre For Young People

Working with Group 64 Theatre Company, residents of the Alton Estate created an exciting new piece of theatre that offered an insight into the past, present and future of the Alton.

'Story catchers' collected a multitude of stories from people of all generations, to show and celebrate the rich culture and joyful sense of community that exists on the estate. G64 Directors worked with children from Heathmere Primary School, along with teenagers, adults and older people, to understand what it really means to be from the Alton!

The 'Alton, A Place I Call Home' story featured two time travellers, ALi & TONi, who arrive 'home'. The audience were taken to a bingo night, the set of Fahrenheit 451, the library, a sunny day at Richmond Park, and a dance competition.

"Home is what you make it. It's not a building, it's a place where love is. These buildings hold love."

JellyFish Theatre – The Jungle Book

Jellyfish Theatre returned by popular demand to the Alton with puppetry, music, and laughter. Monkeys, tigers, and panthers were amongst the many animals that popped up on Downshire Field during this relaxed, interactive, new adaptation of Rudyard Kipling's wonderful Mowgli stories. JellyFish brought a BSL interpreter to sign the show, to ensure it really was inclusive to all. A special mention must go to the actors who wore furry costumes in 27-degree heat!



Under The Sea Yoga Adventure

Grownups and their little ones were guided through a moving story which combined traditional yoga practise with modern storytelling to create an epic adventure. Along the way they discovered different things that live underneath the sea.

Thank you to all the performers who brought their shows to the Alton estate this year.



Let's do this together!

Wandsworth Council is leading the local campaign to win the title of London Borough of Culture 2025.

We want to showcase and build on the fantastic creativity found across the borough, from award-winning cultural organisations to freelance creatives and grassroots community groups.

We're spending six months listening to residents, community and voluntary groups, arts organisations, schools, businesses and other groups to help shape Wandsworth's bid which will be submitted to the Mayor of London in November.

We want to hear what everyone loves about Wandsworth so get involved by completing our online survey.

Find out more and take part in the survey at wandsworth.gov.uk/culture



Wandsworth Council

Cost of Living support



- Help with grants, bills and benefits
- Support for families
- Where to turn in a crisis and more



27,000 hot meals given out at council spaces

£563,000 brought into **117 households** via Pension Credit Campaign



55 warm spaces open over winter 2022/2023



visit: wandsworth.gov.uk/hub
call: 0808 175 3339



ANNUAL REPORT

2022-2023



Having experienced a very difficult couple of years, service delivery has returned to pre-pandemic levels. We have focused on the wellbeing of our residents while striving to meet our service standards and provide you with value for money.

Record breaking inflation levels and difficult market conditions are however creating tough challenges for our service delivery.

However, we are confident our processes and strategies are robust to ensure we continue to meet our commitments.

All reception and frontline services have been open and delivered in-person, and staff have remained flexible by offering virtual services if a resident prefers. Community events have been re-established, and the department is proud to have held an event to celebrate 50 years of resident engagement attended by the Mayor of Wandsworth which was followed by the Resident' Conference.

We have remained committed to tackling rough sleeping in the borough and are in the process of establishing a rough sleeping hub that will bring together council services and other partner agencies to provide a single point of access.

The Homes for Wandsworth programme that aims to deliver 1,000 new council rent homes by 2027 is progressing well, and social housing tenants have moved into new homes such as Sphere Walk and Mckinney House.

The Social Housing Regulation Act will place new responsibilities on all social housing providers, and in preparation for these reforms our service standards have been reviewed. In addition, we have introduced a mould removal team and a building safety inspection team, whose primary focus is to provide a safe, reliable and responsive service.

Fire safety remains one of our top priorities, and during 2022-23 we have been preparing our teams to meet the obligations as set out in the Fire Safety and Building Safety Act.

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

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 2022-2023 were:

- Conclude the **stock condition survey**.
- 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.
- By March 2026 there will be **1,000 new council homes** - guaranteed for local people and their sons and daughters
- Produce an **energy strategy** for each new housing development to **assess the benefits and viability of green technologies**.
- 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** including 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.

*Council residents refers to council tenants, council leaseholders and people living in properties managed by a Resident Management Organisation (RMO).

**Where available figures for the previous year 2021-22 are shown in brackets.

Home

We will

- Provide value for money, timely and a 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 £35.33m (£17.992m)** to maintain the council's housing stock, which is a significant increase compared to last year. Works included:
 - window renewals across the entire Latchmere estate
 - continuation of the kitchens and bathrooms renewal programme
 - installation of new heating systems
 - upgrading of fire alarm systems for our sheltered residents.
- We undertook further **environmental improvements** to our estates at a cost of **£185,348 (£116,000)**. This included:
 - finishing the refurbishment works on Doddington Square
 - improvements to local playgrounds
 - landscaping and additional planting at Chelverton Court
 - creating new outdoor gym equipment, benches and fencing.
- **Started 50 (53) major works projects** including roof renewals, window renewals and external decoration schemes.
- **Green Homes Grant funding** has been used to complete energy efficiency works to properties across the borough.
- Following the October 2022 **review of our communal heating systems**, an efficiency improvement study was carried out on the Arndale communal heating system, and **further improvement studies are planned** to help plan for net zero.

*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.



- A new **energy management officer** has been recruited to investigate and advise on emerging green technologies.
- To further **improve the energy efficiency** of our homes, we began **piloting a range of low carbon technologies and energy efficiency** products to determine if these can be rolled out to the rest of the council's stock.
- To promote the purchase and use of **electrical vehicles (EV)**, a pilot was completed to install 10 EV charging points on the Fitzhugh Estate. The pilot will be reviewed and scrutinised by residents which will help inform future strategy. Three other charger sites at Sphere Walk, Gideon Road, and Bessborough Road have been installed and will be activated in 2023-24.
- During 2022-23, we have started to **install solar electricity panels** on roof renewal schemes, where feasible.
- **170 properties** were made more energy efficient via cavity wall insulation through ECO3 funding.



Repairs and maintenance

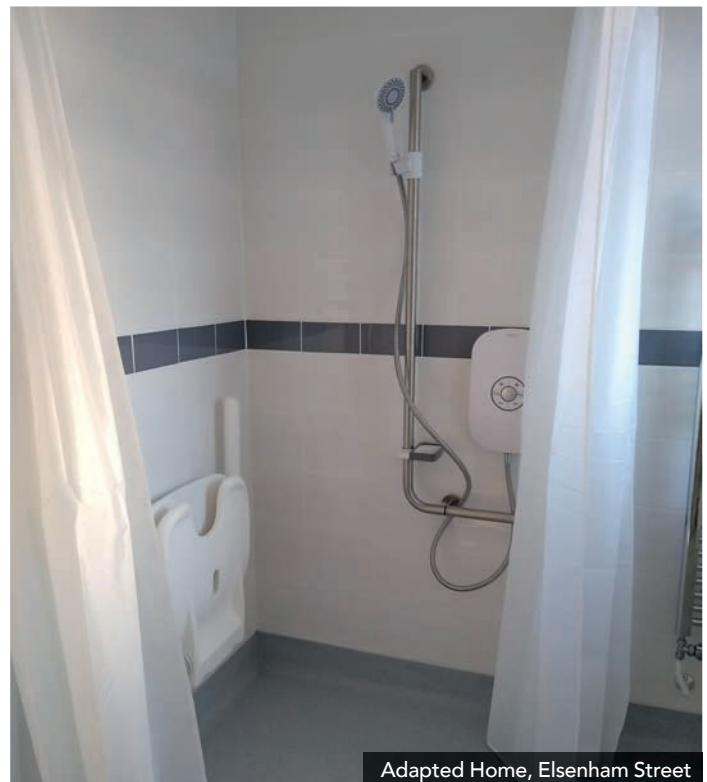
- Provide an efficient and cost effective repairs service, which gets the job done right the first time.
- Carry out health and safety checks.

How have we met the standard?

- **£37.2m (£29.3m)** spent on planned and responsive repairs.
- **72% (74%) of repairs** were **completed within target time**. Repairs performance has been impacted by supply chain and labour issues because of the rising rates of inflation and the aftermath of the pandemic.
- Carried out **annual gas servicing in 99.38% (99.2%)** of tenanted properties that have gas appliances.
- A **new mould removal team** has been established so that residents can have their mould reports fast tracked.
- A **cleaning contract** is in place inline with the HouseMark Caretaking cleaning standards. Performance is measured through inspections by estate service officers. Contractors are graded on a scale of A-D, with the expectation that 90% of inspections will receive a grade B or above. During 2022-23 **94.8% (97.3%)** of inspections were graded B or above.
- Following the **Fire Safety Act**, we have implemented new requirements such as the **installation of wayfinding signage** and property information boxes holding key information about the block.
- **New fire risk assessment (FRAs)** for all blocks and hostel accommodation were completed
- A **new building safety inspection team** has been established. They are responsible for health and safety inspections, such as fire safety, asbestos and water sampling. They will also be managing the actions arising from the FRAs and the inspections of communal and front entrance doors.



Mould Removal Team



Adapted Home, Elsenham Street



Building Safety Inspection Team

- **Retrofitting sprinklers** in the council's sheltered housing schemes is progressing well. In total, **14** blocks have been fully fitted with sprinkler systems.
- A **stock condition survey** has been completed. The results will allow us to identify potential opportunities for energy efficiency improvements and to ensure we meet the Decent Homes standard.
- A **new building safety lead** has been appointed.

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 of the [council's ASB policy statement](#) was completed and scrutinised via a public consultation. The final statement was published in January 2023.
- Served 10 (5) Notices of Seeking Possession (NOSP) for ASB.
- There have been 2 (2) evictions due to ASB during 2022-23.
- 0 (3) possession orders were granted to the council during 2022-23.
- Improvements have been made to the way noise complaints are recorded and monitored, and performance has begun to improve, with 90.2% (83%) of noise complaints being followed up within five days following the initial report.
- Continued to attend regular meetings with local Safer Neighbourhood Teams and took action where required.



Autumn Bulb Planting



Grow Roehampton on Street Band Procession

62 stray dogs handled

40 micro chips implanted

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

198

micro-chipping enforcement notices issued

33 prosecutions 100% success rate

175 complying **23** prosecuted

226 verbal warnings to dog owners who broke byelaws



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?

- After successfully gaining the **Domestic Abuse Housing Alliance (DAHA)** accreditation in 2021, the department will be preparing for re-accreditation in 2024. This Chartermark recognises that we have a **comprehensive and robust response to domestic abuse** that puts clients' safety at the heart of our decision making.
- To support the Children's Services **Multi-Agency Safeguarding Hub (MASH)**, a Housing MASH Officer was recruited to. This has strengthened our joint working to **improve the safety of children** 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.
- 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.
- All new staff continue to receive **mandatory training** in how to recognise and respond to domestic abuse.
- The department has **21 (21) Domestic Abuse Champions** across all teams. They ensure that an excellent service is given to those fleeing or seeking assistance for domestic abuse.



Work Match

- The **£393,000 programme** on Doddington Square to **improve the garden** for residents and create an area where people can be proud to live and work is in the final stages of completion.
- As part of the **Alton Community Engagement strategy**, residents completed a survey on the type of activities they would like to participate in, which included bulb planting and craft activities that were undertaken during the school holidays.
- Following two years of consultation, **outdoor play areas have been improved** in the Patmore Estate, Savona Estate and Yvonne Carr Centre, which includes new equipment and landscaping.
- In total there are **2,964 LED lights** in different locations across the borough.
- Thinking Works, a non-profit organisation, is working with us to deliver the **WRAP Plus service**. This targets council tenants who or at risk of experiencing fuel poverty. The programme aims to ensure tenants are provided with support and advice on reducing energy bills and consumption, and in the first four months of the programme **181** households were contacted.
- We continue to work with **Wandsworth Workmatch** to provide training and employability support. In total, **276 (235)** residents secured employment via Workmatch **27 (38)** of whom were from the Winstanley and York Road estate. Workmatch have engaged with **720 (482)** residents, providing training to **670 (306)**.



Mama G Story Time during School Holidays

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.



Gideon Road

How have we met the standard?

- There were **53,615 (45,755) calls to the Joint Control Centre (JCC)** which required further action during 2022-23.
- **99.92% (99.7%)** of emergency calls* to the JCC were responded to within 30 minutes.
- Removed **30,831 msq (30,688 msq) of graffiti** at a cost of **£208,169 (£220,033)**.
- **99% (100%)** of graffiti was removed within target time.
- We continue to support the **Safer Neighbourhood Team**, Met Police Officers and Police Community Support officers in crime prevention measures.
- Spent **£211,221 (£247,500)** from the small improvement budget for residents' associations (RAs) to fund community projects. These have included:
 - Smithford & Weydown – motorcycle barrier
 - Ethelburga – selection of planters
 - Aboyne Estate – new hard-standing and recycling bin enclosures
 - Hersham Close RA – a secure cycle hanger
- The development at Fontley Way is progressing well and will deliver **14 new council homes**.
- A site on Gideon Road has been made into a **new residential development for 18 new council tenants**, with two properties being wheelchair accessible.
- **New and improved outside spaces** at Chelverton Court have been completed.
- The installation of **high-speed broadband** has advanced; CFL have now upgraded **29,106 (27,491)** council owned properties, with **81% (77%)** of the council stock now having access to full fibre broadband.
- Additional staffing in the areas teams has been agreed to reduce patch sizes and improve staff visibility on estates.

Winstanley and York Road Estate updates

- The **construction of Block 5**, a block of **126** council owned homes has progressed and is due for completion in Spring 2024.
- Of the **71 residential homes** now complete at Sphere Walk, **65** have been let to social housing tenants.

- The **new playground**, catering for all ages, on the Winstanley and York Road estate opened in Summer 2022.

Alton Estate updates

- The **new Alton Community Engagement Strategy** was approved to involve residents on future regeneration plans, resulting in surveys, drop-in sessions, round table events and public meetings. More than **500 responses** have been received from residents.
- Inner Circle Consulting are working with us to complete an options appraisal with residents to review the priorities and objectives for **improvements to the estate**.



- An **early Improvement Plan** is being developed to bring forward a number of improvements, which includes delivery of "Block A" (replacement library, youth facilities, community hall, GP surgeries and **40** council homes).
- The development of McKinney House is complete and in full occupancy, consisting of **8 social housing homes and 2 shared equity units**.

Homes for Wandsworth programme

18 new homes completed in 2022-23

300 homes are under construction
49 are due to be completed in 2023-24

a further **293** have had or are due to have **planning applications** submitted for 2023-24

13 have secured **planning consent**

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

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 928 (845)** households in 2022-23 against a target of **1,471 (1,097)**.
- Received **1,805 (2,117) online housing applications** this year, which equates to **81.8% (77.4%)** of all applications received.
- **188 (304) vulnerable families** had their homelessness prevented by our teams.
- It took an average of **36.43 (25.32) days to re-let a property**.
- **Moved 25 (39) under-occupying households** to smaller more suitable accommodation.
- The **tenancy policy was updated** to re-introduce secure (lifetime) tenancies for new tenants; this will provide greater security for tenants and removes the stress of a tenancy review.
- **A new team dedicated to identifying under-occupiers** has been established to help and encourage residents via generous cash incentives to move to suitable properties to free up larger properties for households in need.
- Following the **review of the disposal policy**, high value street properties will no longer be sold to help retain much needed larger homes.
- The number of households in **temporary accommodation (TA)** rose to **3,590 (3,196)** which is slightly higher than the forecast of **3,472 (3,163)**.
- **2.8% (2.7%) of households in TA** are in Bed & Breakfast, which is lower than the council forecast of **6%**.
- We continued to focus on **supporting rough sleepers** off the streets by accommodating **99 (207)**, with **88 (148)** currently in TA and **293 (245)** now rehoused.
- Plans to **build a rough sleeper hub** to provide a safe place for rough sleepers to receive bespoke advice and support has progressed.
- **134 (186)** tenants were helped by the tenancy support team during 2022-23; this included support to reduce arrears by **£37,444.16 (£76,995)**.

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 **£9.16m (£7.47m)**. This equates to **7.13% (5.89%)** of the total rent collected. This increase is largely due to the financial hardship caused by the pandemic and the more recent cost-of-living crisis. We are assisting tenants where possible to clear debts and manage finances.
- **12.30% (10.64%)** of tenants are in more than seven weeks worth of arrears.
- The financial inclusion team provide **free benefit advice, debt management intervention and help with budgeting**, assisting **576 (519)** tenants during 2022-23. **51 (183)** tenants also attended virtual Tenancy Support advice sessions and there were **298** notifications of households entering Breathing Space, a national debt respite scheme

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.
- The visibility of estate managers and officers has improved and occupancy checks have returned to pre-pandemic levels, with **487 (76) occupancy checks** completed in 2022-23.
- **24 (28) illegally occupied properties** were recovered by the council in partnership with the South West London Fraud Partnership.
- A review of the **council's tenancy conditions** was completed.

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?

- We recognise that the last few years have been difficult and community activities have been less frequent. Throughout this year, council officers and residents have been working hard to re-establish a **diverse number of activities and events by re-opening clubrooms** and increasing the number of community events.
- The department has worked with the **cost-of-living hub** to identify warm spaces for residents.
- Following consultations with residents, it was agreed that **interactive TVs** will be installed in some of the sheltered schemes to decrease the impact of isolation.
- **706 (818)** residents use **WATCH Lifeline service** which helps older residents and those with disabilities to remain independent in their homes. **167 (307)** new users signed up to the service.
- There were **420 (371) Telecare users** at the end of 2022-23. 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 **41 (70)**.
- The **R.O.S.E Community Clubroom** ran community events and group activities including gardening, crafts and light exercise for local residents.
- The council works 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** via the Chelsea Kicks programme, contributing £20,000 a year. This year physical sessions were back in full swing, with **10** sessions across our sites every week. In total, **239** young residents aged 8 to 18 signed up to participate during the year.
- **Women of Wandsworth (WoW)** have been supporting vulnerable residents via community based activities. Their dedication to the community resulted in two WoW volunteers being awarded a Member of the British Empire (MBE) and a British Empire Medal (BEM).
- **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 Needs Assessments (EINAs)** for all policy statements to ensure we are serving all members of the community fairly.



Arts and craft session at the R.O.S.E Community Clubroom

34
new fully accessible homes are currently being built

21 people requiring adapted housing were allocated accessible homes

8 new supported housing units are now underway at Colson Way

10 fully accessible new build council homes became available for occupation

255 disability adaptations were completed to enable people to remain independent in their home

*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 **28 (37)** accredited **Resident Associations** in the Borough; our RPOs continue to work with **9 (18) associate RAs** who hope to gain accredited status soon.
- Residents and council staff **celebrated 50 years of resident engagement** with an event in the Town Hall hosted by the Mayor of Wandsworth.
- A **Residents' Conference was held** at the Civic Suite in October 2022, attended by residents involved in our participation structures. Professional training was provided and local community groups were there to provide advice and information.
- A **gardening competition** was launched for council residents.
- There are **12 (18) Housing Community Champions**. These are resident volunteers who have been recognised for the community work they do on their estates.
- **Social inclusion schemes** continue to be delivered across the borough, and the council has been supporting resident associations in developing communal green spaces, such as the Fitzhugh Grove community garden .
- **2 (3) residents focus groups** were held this year, with one being a series to review our service standards.
- For the first time since the pandemic, the home ownership team held their annual **affordable housing open day** in person.
- The team on the Alton estate are continuing to organise activities to reduce the risk of isolation to elderly residents, such as Roehampton's Community Development choir known as "An-A-Choir-ed Taste", showcasing the value of communal singing.



50 Years of Resident Participation Celebration

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, social media feeds and the **Homelife newsletter**.
- A **new two stage complaints system** was introduced during 2022-23 to make the process fairer and faster.
- **91 (277)** complaints were received, with **70.10% (70.07%)** of complaints dealt with at stage one
- Complaint response times have improved with **76.98% (64.23%)** of all complaints responded to within target time.
- We have completed a **full review of our service standards** which included a series of five focus groups with residents.
- We continue to work with our co-ops to amend their **management agreements** and support them with the new complaints process.



Chelsea Kicks at the Residents' Conference

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) to ensure the 30-year business plan remains viable. Within this plan there are balances available to deal with emergencies.
- Balances have reduced by **£27.022m** to **£255.810m**. 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:
 - **2,354 (1,164)** Notices of Intention*; and
 - **2,458 (2,117)** Section 20 Notices* on leaseholders.
- To **support leaseholders** resident leaseholders now have an interest free extension of up to four years to pay major works bills.
- Average weekly rent was **£130.12** compared to **£129.75** last year.

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



Ludovick Walk



Alfred Butt House

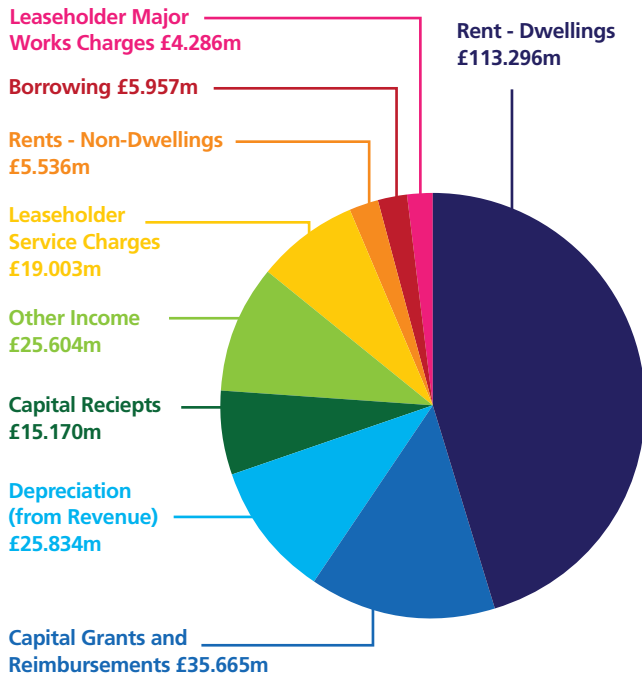


Fitzhugh Grove Community Garden

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

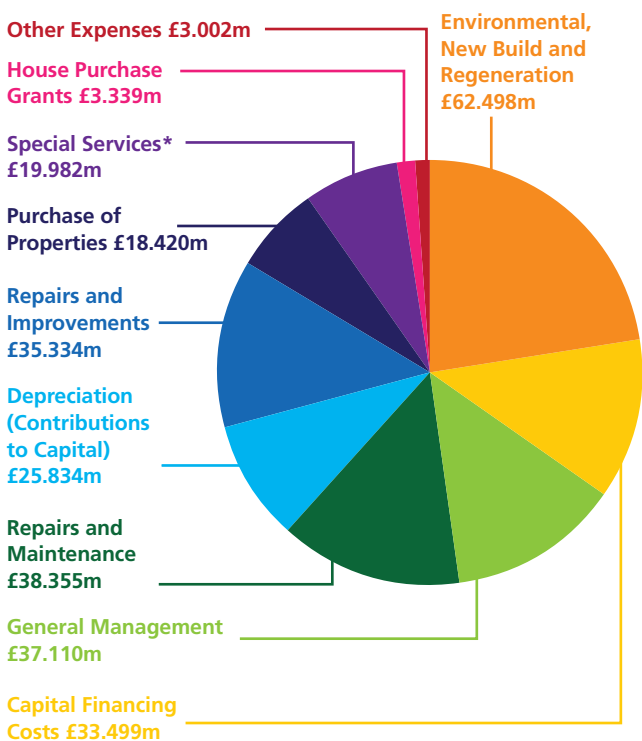
Housing revenue account 2022/23

Income total £250.351m (£212.496m)



Housing revenue account 2022/23

Expenditure total £277.373m (£228.511m)



Priorities for 2023-2024

- Continue to hold **repairs contractors** to account including consideration of a resident repair panel to review poor performance.
- Review the Wandsworth **Housing and Homelessness Strategy**.
- Mobilise a **new under occupation team** to target those under occupying to free up larger social housing properties for homeless households.
- Hold an annual **Resident Engagement Conference**.
- **Review** how we engage with residents.
- Ensure the borough maintains **DAHA (Domestic Abuse Housing Alliance)** accreditation when being re-assessed in July 2024.
- **Invest £33.5 million** into our housing stock to continue to achieve the decent homes standard.
- Continue **green works** to move towards being **carbon neutral by 2030**.
- Continue to progress the **Homes for Wandsworth Programme** to deliver 1,000 Council rent homes.
- Develop a shortlist of viable options for the **Alton Estate**.



Happy Streets

FIRE SAFETY UPDATE

Electric scooters, electric bikes and lithium batteries

The London Fire Brigade has been running its ChargeSafe Campaign as an urgent reminder about the importance of charging and storing e-bikes and e-scooters safely, following a growing number of fires involving lithium batteries.



Fires involving lithium batteries are the fastest growing fire risk in London. So far in 2023 the London Fire Brigade have been called, on average, to an e-bike or e-scooter fire once every two days. This includes several incidents in Wandsworth properties, and we are urging our residents to take care when charging, storing and disposing of lithium and rechargeable batteries given battery fires can spread quickly out of control, causing major property damage or death. There are growing concerns about e-bikes and e-scooters being sold online that do not meet the UK's safety regulations and in some cases these machines have been modified after purchase. We are therefore urging our residents to take care when purchasing, charging, storing and disposing of lithium batteries and not to leave items in the communal areas as they will be removed.

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 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

Disposing of a lithium or rechargeable battery

Lithium batteries and rechargeable batteries should not be placed in the same bins as your regular rubbish or recycling. If they overheat, they may cause it to catch fire. The following batteries can be taken to your local library, leisure centres and several other locations:

- Button cells
- Disposable and rechargeable batteries
- Battery types D C AA AAA 9V.

For more information about disposing of your batteries, visit our website www.wandsworth.gov.uk/rubbish and go to Waste and Recycling A-Z, Batteries

Grant Bishop Borough Commander for Wandsworth said:

“The safety of our residents is of paramount importance. If the lithium battery in an e-bike or e-scooter fails, it may only be seconds before it erupts into flames. Residents should follow our advice to store and charge e-bikes and e-scooters safely. Only buy from a reputable seller and use the correct charger for your battery. When you're charging your battery, never block your escape routes with it. If you think your battery is about to fail and start a fire, get out, stay out and call 999. Our full advice can be found on the London Fire Brigade website.”



Get Involved: use your experience to influence change

Your experience and knowledge is invaluable to help us continuously improve our Adult Social Care services in Wandsworth.

We are looking to work in partnership with more residents in the work we do to shape local services that are appropriate for you and others living and working in the borough. There are a range of engagement and co-production opportunities that you can be involved in, from one-off feedback and user testing to longer-term projects with opportunities to be part of a working group or panel. Can you help?

A resident who is working with us, recently said, "I have seen first-hand how our involvement has made a difference to the services. I have learnt a lot from the other members of the group and it has given me back my self-worth and self-confidence. I am using my own experiences to help others."

To find out more about how you can get involved, you can go to www.wandsworth.gov.uk/get-involved-with-adult-social-care-services or email us on socialcareengagement@wandsworth.gov.uk for more information. We will also invite you to join us at our engagement event during the Brighter Living Fair in October.



Housing Service Standards 2023

Earlier in the year we told you about the review of our Housing Service Standards and the plan to consult residents further during the summer.

Changes are designed to reflect both the social housing environment and feedback from the consultation. As an example, under the new 'Safety' theme, there are additional commitments addressing both resident priorities and the new requirements of the building safety regime.

Other key changes include the introduction of a commitment to address damp and mould issues without delay following the recommendation arising from the death of Ishaak Awaab and committing to an energy efficiency target across all the residential housing stock.

To see the proposed Standards in full and to have your say go to



<https://haveyoursay.citizenspace.com/wandsworthhrd/service-standards-23/> or scan the QR code.

Domestic abuse advice and support

at the

ONE • STOP • SHOP

Are you experiencing domestic abuse from a partner, ex-partner or a family member?

The Wandsworth One Stop Shop is a free drop-in service providing legal advice, information, and support to those experiencing domestic abuse.

No appointment necessary.

BATTERSEA ONE STOP SHOP

St. Mark's, Battersea Rise, SW11 1EJ
(entrance on Boutflower Road)

Open every Monday,
10am to 12pm
(excluding Bank Holidays)

ROEHAMPTON ONE STOP SHOP

Wandsworth Citizen's Advice,
Picasso Building, Mount Clare,
Minstead Gardens, SW15 4EE

Open every Wednesday,
10am to 12.30pm



Chelverton Court Garden Renovations

The residents of Chelverton Court have recently had their garden renovated, with new landscaping, spotlights and paths to ensure the gardens are safe for residents with all levels of mobility.

The space is homely and welcoming and allows residents to enjoy the outdoor space as individuals looking for a quiet corner or sociable events organised for the summer. For our more adventurous residents we have our newly installed exercise equipment.



Cowick Rd Gardens Landscaping Improvements

After consultation with the scheme's residents landscaping improvements have been made to create a superhighway for anyone in a wheelchair visiting the clubroom for events and activities as well as enjoying the gardens with their friends.

The garden steps were levelled and rebuilt for safer walking, the schemes pond was relocated and the statues and water features installed, eventually we will have fish again in the pond.

Some improvements are still in progress including planting of shrubs in and around the pond and throughout the scheme's gardens. These will be planted later in the year and the concrete planters have been relocated throughout the gardens to make better use of the space. These will be available for the residents to use to plant their own shrubs and our Horticulture team will provide fresh compost for residents to use.

The residents so far have enjoyed watching the scheme improvements develop and are looking forward to a garden party once the works are completed.





Battersea street filled with happiness

Over 1,100 local people and visitors enjoyed live music, dance, pizza-making, craft sessions and circus skills at the free Happy Streets Festival around Thessaly Road, Battersea, in July.

Children and families from the nearby Savona Estate, Patmore Co-operative and Carey Gardens boosted their happiness and wellbeing as they tried out new activities, sports and arts and watched performances at the ROSE community clubroom, St George's Primary School and Ascalon Street ball court.

nineelmslondon.com/happystreets



Mondays at the ROSE

Every Monday the ROSE community clubroom on Ascalon Street, SW8, is open all day with free food, art and craft activities for adults and young people.

Open weekly from 9am to 7pm until the end of October, the space is open to anyone wanting to do something creative, meet new people and their neighbours or just come along to enjoy a cuppa or a free healthy meal!

We'd also love to meet new people who are interested in gardening and fixing or repairing garden furniture for the community to enjoy.

Find out more at nineelmslondon.com/ROSE

GAME'S
UP!

BLOW THE WHISTLE ON HOUSING CHEATS

What is Housing Fraud?

- **Subletting** - a tenant rents it out to others
- **Application Fraud** - a person lies on their application to get a tenancy
- **Succession Fraud** - a person lies to succeed the tenancy of a property
- **Right to Buy Fraud** - a tenant applies to buy their property when not eligible



Report your concerns

go to: swlfp.org.uk/report-a-fraud

or email: swlfp@richmondandwandsworth.gov.uk