



PEABODY

CREATING OPPORTUNITIES FOR
PEOPLE IN LONDON SINCE 1862

SUMMER 2011

ENGAGE

PEABODY.ORG.UK

Your homes

Solar electricity special

Your caretakers

A day in a working life

Passion for fashion

Design skills for teenagers



With this issue:
**Supplement for
green London**

Please contact Peabody Direct for all repairs, services and queries. Former Crown Estate residents should report repairs by calling 0800 783 7496

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A word from Steve Howlett

I hope you are enjoying your summer. Although we're London-based, we can still make the most of the greenery and wildlife on our doorsteps. It appears that many of you are doing just that and this issue's supplement is all about your gardening clubs and wildlife groups.

I've been doing my bit for the environment too as I've been planting trees on former Crown Estates to celebrate their residents joining us (see opposite page). I also went along to a screening of a short documentary about our Cockney Sparrow wildlife project (you can read more about this in the supplement).

Gardening and wildlife groups are just one way of helping to build thriving communities and supporting this goal is one of our key aims at Peabody. We want to help foster a strong feeling of belonging that grows from active involvement in the neighbourhood and the spirit of togetherness and friendliness that goes with that. Enjoy the rest of your summer.

Best wishes, Steve

PS On the subject of bird-watching, I'm now on Twitter – you can follow my tweets at @Steve_Howlett

About Engage

Engage is published three times a year for tenants and leaseholders of Peabody.

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Front cover:

Hayley Ozdemia-Lloyd, a student from our fashion project at Pembury

CONTACT US

Throughout *Engage* you'll see Peabody teams and employees listed as contacts for more information. You can also reach these contacts through Peabody Direct.

Peabody Direct: 020 7021 4444 or 0800 022 4040 (free from landlines)
peabody.direct@peabody.org.uk

Contact details for former Crown Estate residents remain unchanged. Please call 020 7255 4100.

Address all content suggestions, contest entries or comments for *Engage* to:

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Peabody, 45 Westminster Bridge Road
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Email: peabody.engage@peabody.org.uk

Tenant and family services advice line

Free, confidential advice and information about support for all residents:

020 7021 4491 (Mon–Fri: 1.30pm to 4.30pm)

tenantsup@peabody.org.uk

Did you know? You can find lots more information about Peabody on our website. Please visit www.peabody.org.uk

PEABODY NEWS

Celebrating a special event



Residents from Cumberland Market with Stephen Howlett and Frank Dobson, MP

Stephen Howlett, our Chief Executive, has been visiting former Crown Estates to plant trees to celebrate their move to Peabody. On 16 June, he went along to Cumberland Market in Camden where he was joined by Frank Dobson MP and Steve Smith, chair of the residents association.

Though it rained hard on the day, many residents, staff and other members of the local community – including Leader of Camden councillor Nasim Ali and his colleague Tulip Sidique – gathered to mark this special occasion.

Speaking beforehand in the residents' hall, Stephen emphasised how proud we at Peabody felt taking on the Crown Estates' legacy and the importance of ensuring these homes continue to be available for key workers in London.

"It's now," he said "all about moving forward. We want to celebrate our shared future together."

Stephen also visited Victoria Park in Hackney on 4 July (see below), where he was accompanied by Meg Hillier MP and Joannie Andrews, chair of the residents association. He plans to visit Lee Green on 2 September and Millbank later in the year.



Left to right: Joannie Andrews, Stephen Howlett and Meg Hillier, MP, at Victoria Park

Solar electricity

We've now launched our solar electricity programme and our contractor, the Breyer Group PLC, has started work. The programme is being funded by energy suppliers through the Government's 'Clean Energy Cashback Scheme.

You can find out more on page 8.

Peabody Avenue wins awards

Peabody Avenue in Pimlico has taken top honours in the Completed category of the 2011 Housing Design Awards and the Living category of the New London Awards. The six-storey housing block is made up of 55 one, two and three-bed flats and also includes roof terraces, a community centre, landscaping, a new ball court and children's play area. It was designed by Haworth Tompkins architects and developed in close consultation with residents and neighbours.

Read more on our website

Pembury Circus

The London Borough of Hackney has approved outline planning permission for up to 280 high-quality new homes, shops and community facilities at Pembury Circus.

Further information on page 11

Translations

This magazine is available in:
Large print, braille or audio tape

বাংলা Français
Türkçe Português
عربي

and any other languages requested

**Call Peabody Direct on 020 7021 4444
or 0800 0224040 (free from landlines).**

Social media



twitter 

Would you like to receive online updates about Peabody?

- You can follow us on **Twitter** @PeabodyLDN (Steve Howlett's tweets can be found @Steve_Howlett).
- Our **YouTube** channel is www.youtube.com/peabodyldn
- Our **Facebook** page is www.facebook.com/PeabodyLDN (you can also check out our special Activate London page)

We're also setting up other pages and channels. If you'd like to find out more, please email info@peabody.org.uk

We've expanded the number of ways you can get involved in what we do and there's something for everyone. To find out more, contact Policy and Insight through Peabody Direct or email: customer.involvement@peabody.org.uk.

News in brief

ARE YOU LOOKING TO DOWNSIZE?

Good news for social housing tenants who are already on a transfer waiting list and looking to move. You will be given priority if you are looking to downsize to a smaller home – giving up one bedroom or more – through a scheme called 'g15 London moves'.

Those eligible for the scheme, which includes moving for work or training opportunities, can register at www.g15londonmoves.org.uk

Find out how we helped a tenant to relocate through London moves on our website.

INVESTMENT IN AFFORDABLE HOUSING

A report commissioned by the g15 group of housing associations has concluded that the case for investment in affordable housing in London is overwhelming. This independent report, which was produced by the London School of Economics, has been flagged up in articles in The Guardian and Inside Housing as well as the BBC. Stephen Howlett, who recently stepped down as chair of the g15, intends to continue his efforts to deliver this message. A full report is available on our website.

GREEN APPLE AWARD

The Green Spaces for People programme has beaten off tough competition to win a Green Apple Award (Gold category) in a campaign to find Britain's greenest projects and businesses. Previous winners include Balfour Beatty, Marks and Spencer and E-On.

Peabody is one of three housing groups delivering the programme – the others are Places for People and The Riverside Group. Supported by the Big Lottery Fund, Green Spaces for People is transforming over 80 neighbourhoods across the country and enhancing the quality of life for local people. It includes four of our IMPROVE projects.

EXCHANGE TRIPS TO THE US

We are planning a number of events and activities to mark Peabody's 150th anniversary in 2012. As part of this, we are organising an exchange trip to the US for young people between the ages of 14-16, who are (or have been) actively involved in community work or initiatives. Look out for further information on our website.

Helping people get online



We want to help make the internet available to everyone, so we're doing all we can to break down barriers to digital inclusion. We're running schemes which cover computer basics and have already set up a 'Net Worx' project – where younger volunteers help older people get online – at our Gateway, Hugh Cubitt and Pembury learning centres. Net Worx is also available at Lillie Road, Leander Court and Strawberry Vale community centres.

There is free local Wi-Fi access at Whitecross Street and Lillie Road, while Leander Court and Davey's Court have their own computer suites (funded by Digital Unite).

You can watch interviews with some of the people who are using these resources on our YouTube channel: www.youtube.com/peabodyldn.

Why not drop in and Go ON – get more out of life online?

Working alongside UK Online, we also plan to recruit and support fifty digital champions to help others to make the most of the internet. For example, you can learn to log and track repairs on the Peabody website through 'My Peabody' (see below).

My Peabody

Importantly, we also intend to improve our online services to you. Meanwhile, you can use the My Peabody section of our website to view your rent account, update your personal details, request repairs and more.

All you need is your Allpay number, which you can find on your rent card (former Crown Estate residents will be contacted when registration is available).

Go to www.peabody.org.uk.

If you'd like to find out more about My Peabody or Net Worx, please contact Peabody Direct.

Resident wins award at National Digital Conference

Lambeth resident Nigel McKeown, pictured centre, was recently presented with an award for his commitment to digital inclusion at the National Digital Conference. The award was presented by Clive Anderson, far right, and Rt Hon Sir Francis Maud.

Out of 20 nominations Nigel was chosen for his passion for getting the most out of computers and the internet. Nigel has been attending Net Worx computer sessions at our Gateway learning centre.





Did you know? Our Activate London programme runs lots of events across London for people of all ages. You can call their hotline on **0800 587 8215** to find out what's going on near you.

Estate parking

We've taken on board your views about parking and have now made a few amendments to our policy which should make it work better for everyone concerned. Here's an outline of our approach in key areas:

Visitor Permits

We're limiting the number of visitor permits we give out. If you need more than five booklets, you can contact our neighbourhood client team and they'll consider your request (we'll look at this again at the next review). If you're in rent arrears, however, you will no longer be given visitor permits unless you're adhering to an agreed payment plan.

Scooters, motorbikes and mopeds

Always tell your neighbourhood manager before parking a scooter, motorbike or moped and register with the parking contractor (this applies to both visitor and resident parking). Please use designated bays or racks, where available, and keep communal areas, access and exit routes, and pavements and walkways clear.

Parking for disabled customers

Disabled customers are entitled to a parking bay. If you are disabled, always ensure that you display a valid local authority disabled badge on your parked car. If you don't do



this, you may be issued with a fixed penalty charge notice though you won't be clamped.

Email the neighbourhood client team at Neighbourhoodclientteam@peabody.org.uk. You can also discover more about our parking policy on our website or through Peabody Direct (former Crown estate residents should contact the Camberley House Housing Office for parking-related queries).

Need to know

LANDSCAPE MAINTENANCE

We're looking for a long-term partner to work with us to provide landscape maintenance. We hope to announce our chosen contractor soon and will deliver the new service from the autumn (there is no change for former Crown Estate properties).

For further information please contact Amanda-Jayne Doherty on 020 7021 4095 or email amanda-jayne.doherty@peabody.org.uk

DIGITAL TV SWITCHOVER

Just a reminder that it's essential to contact our contractor SCC to book an appointment if you've received a letter about having your TV socket installed. You can reach them on 0845 402 0223 or 0208 652 7830. If you have any problems with the new service, please contact Peabody Direct (there is no change to the systems in place at former Crown Estate properties).

If you have any other questions about the Digital TV programme at Peabody, please contact Michael Dickinson on 020 7021 4747 (Michael.Dickinson@peabody.org.uk).

PEST CONTROL

If you experience an issue with rodents, please contact our contractor Ecolab on 02920 852 000 to make an appointment with a technician (former Crown Estate residents should continue to contact Osborne on 0800 783 7496). In the meantime, here's some advice about preventing pests this summer:

- Reduce cover. Keep yards and gardens clean and cut back overgrown areas.
- Get rid of your rubbish. Bin areas should be kept clean and all bins should have securely fitted lids. Rubbish should not be left outside in plastic bags as rodents and foxes will tear the sacks to forage. Food waste should be placed in specifically designed compost bins.
- Keep food in sealed containers. Also avoid putting food in easily accessible locations such as garages and utility rooms, which often have weak points of entry.
- Deter bed bugs. Check clothing and bags if you or your visitors are returning from travelling as hostels and hotels are known to harbour these.

Customer feedback

We carried out our annual satisfaction survey in April. Results have revealed that overall satisfaction with us as a landlord has exceeded our 75% target and performance has increased in key areas since 2010.

	2011	2010
Overall satisfaction with landlord	76% ↑	73%
Satisfaction with quality of home	86% ↑	73%
Satisfaction with your neighbourhood	86% ↑	84%
Satisfaction with repairs and maintenance	67% ↑	64%

We continue to monitor satisfaction in key areas monthly, and satisfaction with repairs and maintenance for the last quarter (April-June) was 76%.

We are developing an action plan based on these findings to help us focus on areas where we need to improve. The full results of the survey will be available on our website shortly.

Thinking about getting a pet? You are allowed to keep cats, small caged birds and fish in tanks, as long as they are kept in line with the conditions of your lease or tenancy agreement. For more information contact Peabody Direct or check our website (look under 'rights and responsibilities').



Dealing with antisocial behaviour

Nobody should have to live with antisocial behaviour. Last year, from 1 April 2010 to 31 March 2011, we investigated 961 new cases reported by residents during this period.

We measure success through our customer satisfaction results. We're pleased to say that we've achieved an increase in satisfaction for both how we handle cases and the outcome of cases, compared with the same period the previous year:

Satisfaction with case handling, 2010-11: 71.9% (an increase of 4.4% from 67.5% for 2009-10)

Satisfaction with case outcome, 2010-11: 73.7% (an increase of 6.8% from 66.9% for 2009-10)

Our community safety manager, Liz Chambers, said: "This year, we have had an increased focus on the impact of so-called 'low level' nuisance on our residents and we have focused on assessing risk and harm. In September 2010, we welcomed Peabody's tenant and family support team into our

neighbourhood services department and have been working closely with them to provide support to our residents with complex needs."

Recognising that there's still more to do, Liz added: "In the coming year, we will be continuing our work to support witnesses of antisocial behaviour, with a launch of our witness support promise. We will also continue to look at ways to improve our service, from the valuable feedback we receive from our residents through surveys and other involvement activities, such as neighbourhood events."

We've recently signed up to the RESPECT – ASB Charter for Housing, which has been developed following wide consultation. Find out more at www.cih.org.

Direct, neighbourhood managers and other teams who have contact with our residents.

Sanctuary schemes

A lot of local authorities now operate Sanctuary Schemes to give residents the option of staying in their home following a violent or disturbing incident (this is made possible by increasing the security of the property). The scheme itself varies from borough to borough but, when appropriate, we will work with local authorities to offer this to our residents.

Domestic abuse or violence

If you are experiencing domestic abuse or violence, please report it to Peabody Direct. Your case will be passed to our community safety team (CST) for assessment and you will be contacted by a trained member of staff to investigate and provide you with support. We also offer help to male and lesbian, gay, bisexual and transgender (LGBT) victims of abuse.

All of our CST staff have received specialist training. We have also provided training to our front-line staff, including Peabody

Staying Safe

Staying Safe is a youth-led initiative, funded by the Big Lottery, which operates in Lambeth, Southwark and Islington. Three separate steering groups, made up of young people aged between 11 and 19, campaign on issues of safety, raise awareness and work with young people affected by knife, gun and gang crime. For further information, please contact us on 020 7021 4126 or email: youth.info@peabody.org.uk

- **Members of the Synergy Youth Project recently interviewed Sharon Wint-Gordon, our Assistant Director of Employment & Youth, about Staying Safe and more. You can read the interview on our website.**



Kat Boyce, above, talks at a Staying Safe event in Waterloo earlier this year

Caretaking apprenticeships: our first intake of caretaking apprenticeships began in August. These apprenticeships were offered to a mix of new and existing employees, giving people an opportunity to gain new skills and a qualification while developing in their role. We will be following their progress throughout the one-year programme which has been set up in liaison with a local college.

FEATURE



Your caretaking team

Joseph Olamogoke, pictured left above, has been an environmental caretaker on Priors estate in Islington for five years, though sometimes he helps out at Priory Green. He reports to Job Adomah, right, who manages seven caretakers in King's Cross, covering an area with 800 homes.

There are 150 flats on Priors estate and Joseph Olamogoke seems to know most of the occupants. They wave and smile as he walks around doing his daily checks, responding to his friendliness. Mrs Mundy, a long-term resident of Priors, said: "He's just marvellous. He is a good friend to me and a neighbourly man. He goes beyond his role. He is always helpful and friendly."

As a Peabody caretaker, Joseph has had training in first aid, health and safety issues, customer services and more. His priority, however, is keeping the estate spick and span and he takes a real pride in doing so.

He also reports repairs, replaces lightbulbs in communal area and checks the lifts to make sure they are working. Residents sometimes tip him off about something that needs fixing though, more often than not, Joseph has already spotted it.

'Eyes and ears of the community'

Joseph also keeps an eye out for anything suspicious. Though incidents of antisocial behaviour have fallen on the estate, there's always a need to keep vigilant, especially when it's mostly outsiders causing problems. He also removes graffiti if he can (and reports it if he can't).

During the first week of every month, Joseph accompanies his manager, Job Adomah, the neighbourhood manager and local residents on estate walkabouts. These walkabouts are a useful way of looking at issues, especially

any concerning dumped rubbish, as well as checking that residents are happy with the cleaning. Joseph's knowledge of his 'patch' means that he can raise specific concerns. However, Priors Estate consistently achieves the highest cleaning standard, 'gold', which was confirmed during inspections by resident inspectors (see below).

Everyone can help

Residents can make a difference too. Job Adomah suggests that residents always put rubbish in designated areas, avoid feeding pigeons and not allow dogs to foul communal areas. "Everyone will help each other, then," he said.

Residents review estate cleaning

Six resident inspectors took part in unannounced estate cleaning inspections during March 2011. The inspection was commissioned by the Residents Review Committee (RRC) to compare ratings against internal figures from Peabody. Thirty two estates were inspected, of varying sizes across all regions. Their main findings were that:

- All estates visited had a very high cleaning standard
- Estate caretakers deal with residents in a very professional manner and go beyond their duties to help and assist residents
- Estate services staff were integral to the feeling of community on estates.

A day in Joseph's working life

7am – 7:50am At work, change, sign in and text line manager.

8am – 9am Clean lifts including wiping, dusting, sweeping, mopping. Report lift for repair if out of service.

9am – 10:15am Litter-pick the grass areas and sweep all the walkways and play areas. Clear the dump refuse outside the bin chambers. Get bins ready for collection.

10:15 – 10:30am Tea break.

10:30 – 11:30am Bin chambers cleaning. Remove all bulk refuse to the skip. Unblock chutes.

11:30 – 1pm Check various blocks on the patch, sweep and spot mop if required. Check communal lighting and replace bulbs and note down any repair to be raised. Remove graffiti and report any that is irremovable.

1pm – 2pm Lunch

2pm – 3:30pm Scheduled cleaning. Deep-clean a block which involves, dusting, wiping of railings and ledges. Sweep and mop all the landings and chutes rooms including stairs and windows internally. Take marks off walls or wash the walls if needed. Clean all equipment and put it in storage.

3:30pm – 4:20pm Report repairs on various blocks and fill in repairs forms. Chase uncompleted repairs and report ASB issues to line manager and also to neighbourhood manager. Complete diary sheets about ASB issues.

4:20pm – 4:30pm Lock up all bin chambers and get ready to go home.

4:30pm Sign out and text my line manager that I am off duty and say good night.



Joseph and Job at Priors Estate with other caretakers from the King's Cross team

Please contact us if you are in severe financial difficulty and feel that you are unable to make mortgage and/or rent payments on your home. We can provide advice and may be able to direct you to other organisations who can give you further assistance.



YOUR HOMES

Solar electricity



Mr and Mrs McAuliffe, residents of Britannia Village (above)

We've now launched our solar electricity programme

The programme, which will be running for twelve months, has begun and we'll be publishing the full schedule on the Peabody website shortly.

In the meantime, our contractors, the Breyer Group PLC, started installing solar photovoltaic (PV) panels at Pembury during July.

They will then move to Fort Street and Britannia Village in Newham and will be working at Vicarage Lane in Redbridge during August.

If you're likely to be involved in the programme, you will be contacted beforehand and invited to come along to find out more at drop-in surgeries. Meanwhile, we answer some of your questions below:

What are solar photovoltaic panels?

Solar photovoltaic (PV) panels are made up of cells that trap the sun's energy and convert it into electricity. They can only be installed on suitable properties.

Why are we installing them on our homes?

The government is currently running a clean energy cash-back scheme. This scheme pays a tariff for every unit of clean energy generated by new, renewable installations like PV panels. The tariff will pay back

more than the cost of the panels and their installation over 25 years, bringing about the following benefits:

- Residents in houses will save money on their energy bills thanks to free, clean energy coming from the PV panels (approximately £140 per year).
- Solar electricity will be used to power communal areas in blocks.
- The panels will help us to reduce the carbon footprint of our stock (a typical system on a house saves 1 tonne of CO₂ per year).
- Income can be reinvested to further improve our homes and services.

Are we installing them on all our homes?

Only some properties can benefit from solar panels. To be able to fit a system, the roof must be:

- South-facing (or within 90 degrees of south) and free from any shading;
- Structurally sound to support the panels and fixtures;
- Not overshadowed by trees or other buildings;
- Not prevented by planning or conservation area restrictions.

We are also looking at the feasibility of including former Crown Estates in this scheme and will provide an update later in the year.

Will there be charges to residents?

The project is being funded by energy suppliers and the panels will be fitted at no cost to residents. Leaseholders will not be charged for installation or maintenance.

You can find more information about solar electricity on our website.

You can also email sustainability@peabody.org.uk or contact:

- Resident liaison officer
Jonathan Sampaney (0207 021 4268)
- Project managers:
Hannah Elliott (0207 021 4360) or
Andrew Woodward (0207 021 4336).

We are looking for residents living in street properties who would like to take part in an assessment to measure the real energy savings delivered by the system. If you are having a system installed and would like to get involved, please email Helen.Daniel@peabody.org.uk.

Our Home Solutions handy person service carry out a range of jobs, including installing taps, replacing fuses and putting up shelves. They also offer a decorating service. Call **020 7021 4670** between 9am and 8pm, Monday to Friday to find out more.

Osborne quality inspections

Following up on your repairs

Osborne quality inspectors will be calling on a percentage of customers who have recently had work done. These inspections are to ensure that reported faults have been resolved and the manner in which the work was carried out meets your and our expectations.

The two main inspectors are Dean Crumbie and Harry Willmore but on occasions it may be another inspector who calls. They will always be dressed in Osborne corporate work wear and will show you their identification card on every visit (you can call the phone number on the identification card to validate that they are genuine).

If you think for any reason that the caller is not genuine please do not allow access.



Dean Crumbie



Harry Willmore

Inspectors work on a random door-knocking basis and may not therefore announce their arrival in advance. Please allow them access if possible; the more they inspect, the better our understanding of how we are performing.



Gas safety inspection

It's important to get your gas supply checked regularly. If you haven't had a gas safety check within the last year, please contact Peabody's gas team on 020 7021 4610 and we will arrange an inspection. Village Heating continues to provide services for former Crown Estate residents.

Safety in the kitchen



We've been running a Safety in the Home campaign with the London Fire Brigade.

Around 60 per cent of accidental fires start in the kitchen and, with that in mind, our fire officer Robert Groom has compiled the following tips:

- Keep electrical leads, tea towels, cloths, loose clothing and anything else that may catch fire away from the oven and hob.
- Keep the oven, hob and grill clean – a build-up of fat and grease can easily catch fire. Also keep your toaster clean, free of crumbs and away from curtains, kitchen rolls and anything else that could catch fire.
- Never put anything metallic inside your microwave and never attempt to sterilise dishcloths or sponges by heating them in the microwave.
- Never overload sockets – use one plug in each socket. If you have to, use a fused adapter and keep the total output to no more than 13 amps (a kettle alone uses 13 amps). Remember, high-rated appliances such as washing machines always need their own socket.
- Make sure plugs have the correct fuse for the appliance being used. If in doubt, refer to the manufacturer's instructions.
- Keep electrical leads and appliances away from water.
- Use a spark device to light gas cookers as this is safer than using matches or lighters. Turn off electrical appliances when not being used and have them serviced regularly.
- Never leave children alone in the kitchen. Keep matches, lighters and pan handles where children can't reach them. Fit a child safety catch to the oven door.
- Keep handles of pans turned to the back of the hob and away from other gas burners/electric rings. Take pans off the heat and turn off the hob and/or grill if you have to leave the kitchen while cooking and make sure the oven, hob and grill is turned off when you have finished.
- Avoid cooking if you are tired, have been drinking alcohol or are taking medication that can make you drowsy.

If you need further advice about safety, please talk to your neighbourhood manager or call Peabody Direct on 020 7021 4444. You can also visit the Safety in the Home section of the Peabody website.

Every Peabody estate has a neighbourhood manager to deal with any local issues that come up concerning residents, the community or the estate itself. You can contact your neighbourhood manager by calling Peabody Direct.

YOUR NEIGHBOURHOOD

Neighbourhood consultations

We've been holding some consultation events on our estates to find out what you think of the services you receive and your local priorities. This will allow us to introduce neighbourhood charters. These charters will look at how we can work together with you and our partners to improve services and opportunities by understanding what you want from your neighbourhood.



HACKNEY

Pembury

Over 300 residents from the Pembury estate in Hackney enjoyed a fun community day during May. Representatives from Osborne, our repairs contractor, local police and others came along to talk to residents during the day.

Dogs also benefited from the event. Elvira Meucci-Lyons, the Dog Trust's Head of Campaign and Community, said: "In addition to providing dog health and grooming advice, we have been able to microchip at least 15 dogs, which is very unusual for a family event. We have also been able to establish a relationship with dog owners which will be helpful in resolving dog nuisance issues."

Steve Lord, Chairman of the Pembury estate tenants and residents association (PETRA) said: "I think it was great, everybody enjoyed themselves enormously."

Residents completed eighty one questionnaires, covering a wide range of local issues including: resident involvement opportunities; repairs; crime and nuisance; access to Peabody services; and satisfaction with services provided by other stakeholders.

Sebastian Taylor, Peabody's head of neighbourhoods, said: "Our next step is to analyse the data collected from residents, feedback the results and work with them, as well as our stakeholders, to make improvements and find local solutions to local issues."

WESTMINSTER



Abbey Orchard, Old Pye and Vauxhall

Peabody held a fun-packed community day (above) to get feedback from residents who live in the estates around Abbey Orchard in Westminster. They completed surveys, giving us an insight into local issues and priorities.

Since the event, neighbourhood manager Hugo Pedro has held focus groups with residents who are developing their Neighbourhood Charter. The meetings were well-attended and residents raised concerns, including issues about ASB. Miranda Jude, the Westminster crime prevention officer, has promised her support to investigate wider neighbourhood issues and police responses. We look forward to further updates from the group and the production of their charter.

CAMDEN



Herbrand Street

Residents of Herbrand Street estate in WC1 held an event during June where residents enjoyed various activities and tucked into a free buffet lunch.

A survey was also carried out and neighbourhood manager Stephen Levi-Kallin said: "I was very pleased by the number of surveys which were completed. We now have a clearer picture of what our residents' concerns are and in particular some of the security issues on the estate."

Boroughs featured

- Camden
- Westminster
- Lewisham
- Lambeth
- Islington
- Southwark
- Hackney



LEWISHAM

Making music at Vanguard

Young people from Vanguard Street, Deptford, recently had the opportunity to attend an eight-week music technology course at the Stephen Lawrence Charitable Trust.



Funded by both the Mayor's Fund and the Big Lottery (Our Say, Our Way), and supported by professional musicians, they created music – writing their own lyrics and rapping on the track – around the theme of 'safety in the community'. Working with Chocolate Films, they produced a video for their track which had its premiere at the Centre on 12 July. They were also presented with certificates and will be awarded an AQA qualification for completing the course. The video was also selected for the Sydenham Arts Festival in July.

Sharon Barbour, our youth and extended services manager, said: "They had a great opportunity and got to see from start to finish what they could achieve."

You can watch their music video on the Peabody YouTube channel at: www.youtube.com/peabodyldn

SOUTHWARK

Barnwell art

Children at Barnwell House in Southwark took part in a community arts project recently to decorate a bare wall on the building.



During a four-day workshop, they played games and took part in treasure hunts while they explored ideas about the design. They also took inspiration from the variety of wildlife and colours in their new garden.

Subsequently, the children created plasticine, clay and plaster models. They also wrote poetry and prose which will be included in the final art piece which will closely follow their designs.

Sue Forsyth, Peabody IMPROVE project manager, said: "It was a great week seeing the children getting really creative and being inspired from their lovely new garden."

Peabody resident Margaret Willis worked as a sociologist at the Architect's Department of London County Council during the 1950s where she looked at, amongst many other things, play areas for children. You can read about her job on the Peabody website.

More News

PEMBURY CIRCUS

Bellway Homes and Peabody have received outline planning permission from the London Borough of Hackney to deliver an outstanding regeneration project for the Pembury estate, delivering up to 280 high-quality new homes, shops and community facilities. Pembury Circus, which is located on the corner of Pembury Road and Dalston Lane, has been disused since two blocks of bedsits and an underground car park on the site – a constant source of antisocial behaviour and criminal activity – were demolished in 2005.

The development will include 50% affordable housing including a large proportion of family sized homes to meet local housing needs. You can find out more about this development on the Peabody website.

ROSENDALE ROAD

Our contractors FM Conway began work on the IMPROVE project in May and the project is progressing well. The new water services, road and footpath surfaces and soft landscaping will significantly enhance the environment and infrastructure on the estate. If you have any questions about this project, please contact Sue Forsyth, IMPROVE project manager, on 020 7021 4441.

CLERKENWELL TENANTS ASSOCIATION

The Clerkenwell Tenants Association held its first committee meeting on 23 May. The previous residents group had not been in operation for over four years.

The Association has eleven committee members of which Kate Jeans (chair) and Janet Pearson (vice chair) subsequently attended the East Forum meeting on 26 May.

WHITECROSS COMMUNITY CENTRE

The Whitecross Community Centre in Islington is now more than a year old and going strong. You can email the Centre at whitexcommunitycentre@live.co.uk

DARWIN COURT

There's an exciting opportunity to become a volunteer befriender at Darwin Court in Southwark. Please contact Anna Hall on 0207 021 4767 to find out more.

SPECIAL OFFER:

The Darwin Court restaurant is offering a cappuccino and a blueberry or chocolate muffin for £1.50 (usually £2.50) to Peabody residents until 12 September. Just present them with this issue of Engage!



Look out for our Well-being wagon on estates this summer, offering a range of activities, massage, edible window boxes, MOT bike checks and healthy food. Call our Activate hotline to find out more on 0800 587 8215

Peabody relies on volunteers in many areas of our work.

If you'd like to donate your time and make a difference to someone's day contact Peabody Direct or email your.time@peabody.org.uk

YOUR OPPORTUNITIES

Job-search: a reason to say 'cheers'



Marie Williamson, 55, pictured, started working in the pub trade in 1979 with her husband. Now separated and with three grown-up children, she has been looking for work for the past year or so.

Marie heard about training available at Pembury through the Dalston Job Centre. "I knew all the practical stuff through my work in the pub trade," she said, "but I needed help with the theory and also wanted to top-up my office skills."

When she started visiting Pembury learning centre, she soon found her confidence growing. "It gave me the knowledge to use the skills I've got" she said. "I really enjoyed

coming into the centre and working with people. I learned a lot."

It soon became clear, however, that the customer service skills she'd acquired over the years hadn't gone to waste. When the position of training centre administrator became vacant at Peabody, Marie applied and was subsequently offered a job at our Gateway centre, despite competing with lots of other applicants.

How does she feel? "I'm nervous but pleased," she said, "I'm delighted to have been given a chance. The support I received at Pembury really helped to build my confidence. I'd advise others to keep going, stay focussed and keep a structure to their life."

You can read more on our website, including examples of other roles we have helped to place people in during the last few months.

"It's important to stay positive"



Lots of people have been affected by the recession, including those who are highly skilled. Jeremy Pilcher, pictured, initially qualified and worked as a lawyer in New Zealand. He has a PhD and, over his career, has also been a lecturer and has designed and delivered training. Proactive and positive, Jeremy has been looking for work since November 2010. He has been going to our Hugh Cubitt centre in King's Cross and recently attended a practice interview with law firm Clifford Chance. He talks of his experiences.

What kind of work are you looking for now?

"I am looking at various areas of work. I have quite a wide-ranging skill set. I'm also applying for relevant academic positions as they arise."

How did you hear about the Clifford Chance interview practice?

"I became aware of it after meeting Jeff Thomas from Peabody at a Job Centre Plus session. After that I visited Peabody to get help improving my CV and to discuss the sort of job opportunities I could explore on the basis of my transferable skills. As I thought it would be a helpful experience, the interview was organised with Clifford Chance by Peabody."

What actually happened?

"I was asked to provide a job description for a position I was interested in or had already applied for. That job was used as the basis of an interview that took place at Clifford Chance's offices. After the end of the interview, I came back into the room and we had a very productive feedback session at which I received really helpful advice and suggestions about my CV and my interviewing technique."

What did you learn from it?

"It was really invaluable to get the opportunity to practice answering interview questions in an interview setting that (for me) was very realistic. I received invaluable comments on aspects of my CV and got

lots of constructive comments on how I had responded to interview questions."

Would you recommend it to other people?

"On the basis of my experience I would suggest that, if you have the opportunity to do it, then you should definitely participate. It was an excellent experience and I recommend it very highly."

A longer version of this interview is available on our website. You can also find out more information about work skills training on page 14 and there is a list of local centres on page 16.

If you'd like to be involved in making things happen on your estate and in your community then call Peabody Direct and ask us about residents' associations and community groups in your area.

Learning about fashion



Launched in April 2011 at Pembury, our fashion project is for young women aged between 10 and 18.

Funded by Children in Need, participants on this three-year project are learning skills including sewing, pattern-cutting, customising, jewellery-making and styling. They will have the opportunity to run their own fashion exhibitions and showcases, and go on research trips to museums, galleries and leading fashion events such as Clothes Show Live.

The goal is to improve numeracy and literacy skills, raise aspirations, introduce career opportunities, and increase self-esteem and community engagement.

Natalie Bell, project manager, said: "This is about giving young women the skills to further themselves and the confidence to say no to gangs and negativity. There is a world of opportunity out there which we want to help them to discover."

You can watch a video about the project on our YouTube channel: www.youtube.com/peabodyldn. Natalie can be reached at Natalie.Bell@peabody.org.uk



Peabody walks

Why not come along to a George Peabody walk and trace the history of his life in London. The walks last an hour and a half and start in Spitalfields at 2pm on Saturdays during August. **Call 0800 587 8215 or email well.being@peabody.org.uk to find out more.**

Summer activities



If you're aged between 8 and 19 years, we're running a range of fun activities over the holidays at different locations across London. There is something for everyone, so get involved and register at one of our youth clubs.

Our Youth Work Team will be on hand to assist you. We'll also be able to signpost you to other activities even if we are not running them – please just ask.

Call Sharon Barbour on 07768 536725 to find out more.



Hackney Host volunteers

By this summer, Hackney Council, which runs the Hackney Hosts programme with Peabody, will have recruited 100 residents – volunteers who will become well known in the borough during the lead up to the 2012 Olympic and Paralympic Games.

The Hosts receive free training in first aid, presentation skills and learn about the Games, and will be supported to find work. Many of the hosts have also chosen to become 2012 Champions, helping to promote the ethos of the Games and Games-related activities within their own communities.

You can follow the Hackney Host blog at: <http://hackneyhosts.blogspot.com/>

Read more about Hackney Host volunteers on our website

Ever wondered who is responsible for what at Peabody?

There's a description of our four different service areas and the teams that make up each one on our website. Just go to www.peabody.org.uk and follow the links 'about us', 'governance' and 'executive team'.

YOUR MONEY

Making an appeal to the DWP

How we can help you through this process

A resident asks:

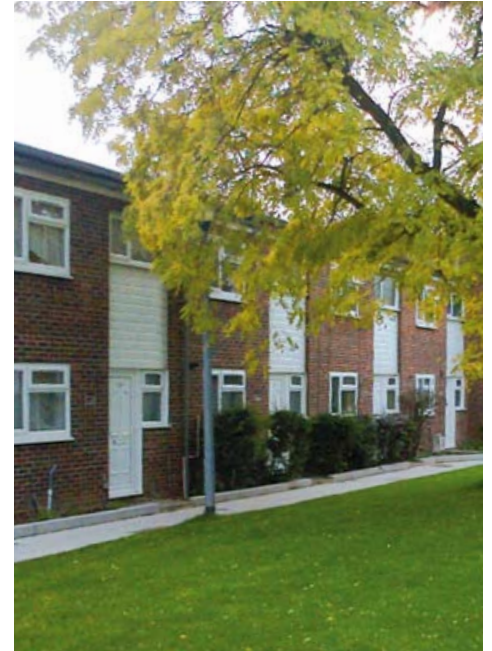
"I was getting Employment and Support Allowance as I have chronic arthritis. However, after I went for a medical, the Department for Work and Pensions (DWP) wrote and told me I'm fit to work and my benefit stopped. I went to the Job Centre and they said I'm not fit to work and therefore cannot get Job Seekers Allowance! The letter said I can appeal, but I don't see the point really. What can I do?"

The welfare benefits team say:

"We see residents in your predicament all the time. The reason that the DWP has an appeals process is because they recognise errors get made. In your case, if you appeal you will still get Employment and Support

Allowance until the appeal is heard – provided you send the DWP "Fit Notes" from your GP. This is payable at the standard rate of £67.50 per week. Appealing can seem daunting, but the welfare benefits team can support you every step of the way. There is usually a one-month time limit, so if you receive a decision from the DWP, Local Authority, or Tax Credit office and you disagree with it, contact the Peabody welfare benefits team for free and confidential support and advice straightaway."

**The service is free and confidential.
Call 0800 022 4040 or 020 7021 4444
and ask for the welfare benefits team.**



Looking for home contents insurance?

Another option to consider

London residents often face the highest insurance premiums because of their postcode. In some cases they may be refused insurance altogether.

Peabody facilitates access to a low-cost home contents insurance scheme. The scheme is arranged with Royal Sun Alliance and administered by JLT. Called My Home Contents Insurance, it is approved by the National Housing Federation.

This home contents insurance is available to most Peabody residents, including those on the lowest incomes. The tailor-made cover is provided at a competitive flat rate premium, regardless of postcode. Premiums can be paid fortnightly at the Post Office or Pay Zone outlet by a choice of Direct Debit arrangements.

Residents (including leaseholders) can insure their home contents for as little as £2.48 per fortnight for the minimum sum insured of £9000. Residents aged 60 or over can have a minimum sum insured of £6000 for only £2.35 per fortnight. This insurance gives you cover for fire, theft and water damage plus many other risks.

For more information call JLT on 0845 337 2463. Calls are charged at the local rate. Alternatively, please contact Peabody Direct if you would like to be sent a leaflet.

YOUR LETTERS

Dear Editor



A resident from Westminster asks: "I'm currently unemployed. Can Peabody help me find work?"

Thank you for this. The simple answer is yes. Our learning centres offer work skills training, job clubs and one-to-one support which can help you get back into work. The training can be tailored to individual needs.

Our Reconnect to Work programme has been specifically developed to help you find employment. You can, for instance, pick up tips about creating CVs and filling in application forms, learn interview techniques and presentation skills, and find out how and where to job search. We are also working with law firm Clifford Chance, who are supporting this programme by offering mock interviews to clients who are about to go for a real-life interview.

Yasmin Hussain, Peabody's employment and training manager, says: "We have helped

seventy three unemployed people to get back into work in the last three months alone. Our dedicated employment team work closely with clients, offering support, upskilling and matching individuals to suitable vacancies".

Topping up your online skills can also make you more attractive to an employer. We offer an Online Basics course which teaches people about email as well as using the internet safely and effectively. Online Basics is available at all our learning centres as part of UK Online.

All courses are free and everyone is welcome. There is a list of all our learning centres on the back page of this magazine. You can also find out more by contacting our learning centres directly.

You can read more about our learning centres on page 12 and 16.

Engage wants to hear from you. All letters to the editor will receive a written acknowledgement but due to space limitations not all can be published. Printed letters will be edited for length. Send your letters for the next issue by 1 October 2011.

Congratulations to our five lucky wordsearch winners: Vera Boyle, SW1; Graham Mulholland, SE1; Euron Walters, W1; John Ingham, SE1; and Mrs Violet Burke, SW11.



YOUR PAGE

Peabody, past and present Wild Street, WC2

Past ...

Wild Street estate, in Drury Lane, opened in 1881 as part of Peabody's effort to clear London's slums. So many people needed re-housing that the Trustees built 13 six-storey blocks on the site.

Information about residents' occupations appears in the 1901 census. This shows that West End theatres, restaurants, Covent Garden Market, the newspaper trade and Government offices were good sources of employment for those living on the estate.

As a result of war damage in 1941 and 1944 two blocks in the centre of the estate were later demolished. The remaining flats were modernised in the 1960s to make them self-contained.



Present ...

Wild Street has 219 properties. Of these, one hundred and four are one-bedroom flats and twenty are bedsits.

The blocks on Wild Street are arranged around a courtyard, with the caretakers' office and a children's play area in the centre. The modernisation in the 1960s included the provision of a secondary staircase between the top two floors and external steel cantilever rescue balconies at the fourth floor level.

Wild Street has an active tenants' association. It also has a thriving gardening group, which you can read about in this issue's Green London supplement.



Peabody champions



Margaret and Lawrence Drury have lived at Thomson House in Pimlico for 31 years.

They have seen lots of changes in their time – including the recent move to Peabody – but they are still at the centre of their community and are highly valued by their neighbours for their good deeds.

Lawrence ('Larry'), 79, pictured above, keeps things ticking over by collecting post when people are away, watering plants, feeding cats and anything else that needs doing. He also keeps an eye on any frail or elderly people, helping anyone he comes across, even while out shopping. "I just like to help people," he says "and we've always been like that as a couple." Resident Robin Clark, one of many to praise the couple, said: "Larry and Margaret are the sort of neighbours who make day-to-day life an absolute pleasure."

Do you know someone who should be a Peabody Champion? Send your nomination, explaining why, to Editor, Engage at the address listed on page 2 or email Peabody.engage@peabody.org.uk

Wordsearch

See if you can spot ten trees, below, that can be found in London, though not all may be native species.

Words may go up, down and diagonally. Two-word answers may be split but the second word will always start in a square adjacent to the last letter of the first.

If your entry is one of the first five correctly drawn from the hat, you'll win a £20 voucher. The names of the winners will be published in the next issue.

S	I	L	V	E	R	M	E	P	L	E	A
I	W	O	S	W	M	N	B	E	A	N	W
U	N	N	T	E	A	R	L	E	Z	A	H
R	C	D	P	L	P	U	S	T	L	Q	I
E	O	O	P	O	L	N	U	M	I	D	T
X	W	N	L	O	E	Q	J	V	I	F	E
C	O	R	N	E	L	I	A	N	N	P	B
H	O	E	U	T	A	A	T	C	N	L	E
K	Z	D	A	L	B	N	R	H	F	E	A
R	A	W	N	L	U	O	I	E	Z	F	M
A	D	O	C	I	R	G	O	R	I	C	L
N	N	O	E	E	N	D	P	R	H	L	H
C	O	D	D	R	U	M	T	Y	S	A	I
H	P	E	R	O	M	A	C	Y	S	I	T
O	I	M	P	E	R	A	T	R	I	C	E
T	R	I	R	I	F	T	N	A	I	G	B

- LABURNUM OAK
- WHITEBEAM SILVER MAPLE
- LONDON PLANE HAZEL
- SYCAMORE REDWOOD
- CORNELIAN CHERRY GIANT FIR

Your name: _____

Address: _____

Please send all entries to the address listed on page 2 by 1 October 2011.



Is there something happening near you that you'd like to feature in future issues of Engage? Tell us about it. Contact Peabody.Engage@peabody.org.uk or write to Editor, Engage at the address on page 2.

WHAT'S ON

Your local Peabody centre

Peabody is offering free programmes and activities in your local area including:

- > **Help with finding work through 1:1 support and work clubs**
- > **Help with CV writing, job applications and interview techniques**
- > **IT skills**
- > **Arts and fashion workshops**
- > **Finance and benefits advice**
- > **Healthy eating tips**
- > **Music skills – writing lyrics, studio training and CD production***
- > **Basketball and football sessions***
- > **Volunteering opportunities**

* Age restrictions apply

Call our free hotline number on 0800 587 8215 to find out what's going on near you, or pop into your local learning centre for a chat and more information:

Bruce House centre

Kemble Street, Covent Garden, London WC2B 4AW **020 7021 4160**

Clapham centre

Flat 1A Peabody Estate, St John's Hill, Clapham, London SW11 1TY
020 7924 2594

Gateway centre

66 Lancaster Street, London SE1 0RZ
020 7021 4400

Hugh Cubitt centre

48 Collier Street, London N1 9QZ
020 7021 4127

Pembury centre

Pembury Annexe, 183 Dalston Lane London E8 1HL **020 8986 9745**

Sundial centre

11 Shipton St, London E2 7RU
020 7021 4544

Hotline: 0800 587 8215

Activate events

There's lots to do this summer with Activate London.



For more information about any of the projects below, please call the Activate hotline on 0800 587 8215 (free from landlines) or email well.being@peabody.org.uk
Also check out our Activate page on Facebook

Ongoing Projects	Location
Bees Knees Sewing project Young people learn how to stitch for the first time	Strawberry Vale, N2 Hammersmith & Fulham, SW6
Cockney Sparrow Run by the London Wildlife trust, engaging families in bird-watching and creating an environment for birds to settle	Peabody Hill SE21 Rosendale Estate SE24 Strawberry Vale N2 Tachbrook SW1V Pembury E8
Elvis' Kitchen A DVD of 12 delicious healthy recipes prepared by our very own Elvis (the caretaker)	Across London
Feelgood Friday Monthly massage sessions aimed at local communities offering, reflexology and massage	Across London
Fisher Foods Weekly stall selling good quality low-cost fruit and vegetables	Whitechapel Community Centre, E1
Gardening School School food-growing project for school children, parents and local volunteers	Whitechapel estate, E1
Goldsmith's Greenhouse A food-growing project where residents learn how to grow fruit and vegetables in a greenhouse	Goldsmith and Prideaux estate, W3
Green Fingers, Healthy Food Residents can help grow a wide range of vegetables, then cook the produce at home	Across London
Healthy Bodies, Healthy Minds Aimed at young people, offering healthy lifestyle activities through exercise and issue-based sessions	Across London
Healthy Lunch Clubs & Ladies who Lunch Local communities are welcome to come along a share a free healthy lunch with one another.	Across London
In my Prime League Games sessions for elderly residents along with upcoming tea parties in Westminster	Across London Westminster SW1
Makeover Days A pamper session offering a range of treatments such as massage, manicures, pedicures	Across London
On Your Bike Bike maintenance project for young people offering them the skills to mend bikes and take home a bike at the end	Across London
Project Paws An opportunity for our younger residents to spend the day riding, grooming and feeding horses	Across London
Pukka Tukka, Street Cuisine Young people learning how to cook healthy meals for one another and invited guests.	Across London (for young people)
Smoothie Sessions Offering children and young people the opportunity to create a range of fruit smoothies	Across London
Walking Fit Coach trips to a variety of parks offering residents the chance to walk around and explore different environments	Across London
Wellbeing Roadshows Come on board the wagon for a massage, edible window box, MOT bike checks and a healthy bite to eat	Across London
Wellbeing Hubs Offering a range of fun and engaging activities and projects	Whitecross, EC1Y Kings Cross N1 Pimlico SW1