



LIVING WANDLE ESTATES PROJECT

Reconnecting social housing residents with the River Wandle

A report by the Living Wandle Landscape Partnership

June 2016

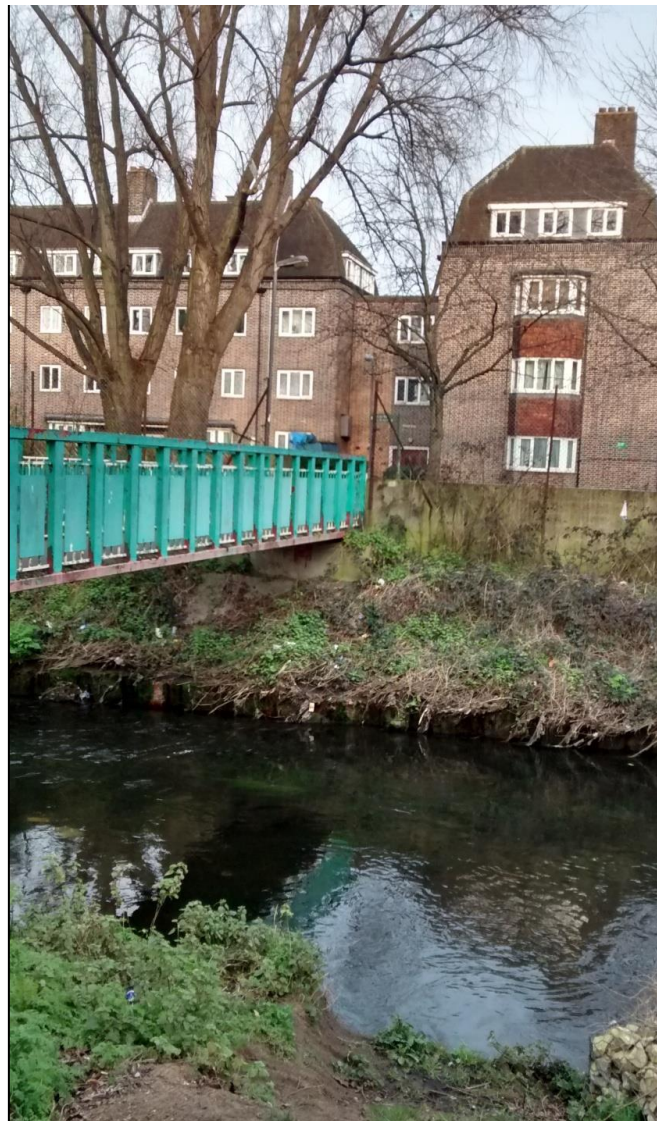


Photo: Henry Prince Estate Wandsworth and River Wandle

Contents

1. Introduction	3
2. Summary of work to date	4
2.1 London Wildlife Trust project for the Living Wandle Landscape Partnership Scheme	4
2.2 The role of the Wandle Valley Regional Park Trust and Registered Providers	5
2.3 Other registered providers project work taking place	5
2.4 Legacy of the project	6
3. Introduction to Registered Providers in the Wandle Valley for project staff	7
3.1 About Registered Providers	7
3.2 Pointers for relationship building with different Registered Providers and reconnecting residents to the river	8
3.3 Challenges and barriers to working with Registered Provider residents	11
3.4 Mapping to review physical access for RPs residents & aid future partnership project planning	12
3.5 Residents' attitudes to the River Wandle	13
3.6 Housing provider information tables	15
4. Recommendations and legacy planning	26
5. Appendices	
Appendix 1: Activities for your residents – leaflet	28
Appendix 2: RPs staff workshop agenda 2016	29
Appendix 3: Personal Protocol Information Protocol	30
Appendix 4: Questionnaire to RPs residents	33
Appendix 5: 'One word for River Wandle' game recorded with RPs residents	35

1.0 Introduction

This report has been written by London Wildlife Trust (The Trust) on behalf of the Living Wandle Landscape Partnership (LWLP) following completion of the two year **‘Wandle Estates’** project which ran between January 2014 and June 2016. The project specifically sought to reconnect social housing residents with the River Wandle, and promote its many benefits and current opportunities in partnership with RPs.

Registered Providers (RPs, previously known as social landlords) are the bodies that own and manage social housing. It is hoped that the project’s achievements and recommendations, including partnerships with RPs, can be incorporated into future strategic plans for the river and the Wandle Valley, and be built upon to continue to reach the wider community living in the Wandle Valley.

The River Wandle is a chalk stream, a globally uncommon habitat and a priority for conservation enhancement. It is 19 kilometres long and runs through the boroughs of Croydon, Sutton, Merton and Wandsworth. In many places it is semi-natural with valuable wildlife such as kingfisher and brown trout, and has an interesting history and heritage attached to industry and famous historical figures. Many local people live within a stone’s throw of the River Wandle, or pass it on the way to work or school, but are not fully aware of its potential to offer new activities, training, recreation and help build ‘a sense of community’. This natural asset can offer many benefits to the community in south London.

This document brings together experience gained through the Living Wandle Estates project to help future project officers engage social housing residents with the River Wandle. But also to support social housing delivery staff to be able to use the River Wandle as an asset with their residents.

The report also includes a digital map of individual RPs’ properties within 2km of the river, available to LWLP partners*, to identify access gateways for local residents to the river, and assist in identifying future funding and projects with RPs and their resident communities close to the river. This layered map can be accessed by LWLP partners through the LWLP Team; please email Livingwandle@wandsworthm.gov.uk.

***Formal Living Wandle partners include: Wandle Trust, London Wildlife Trust, Groundwork London, National Trust, Wandle Valley Regional Park Trust, Wandsworth Council, Merton Council, and Croydon Council**

List of Acronyms							
RP	Registered Providers (of Social Housing)	HACT	Housing Associations’ Charitable Trust	ALMO	Arms Length Management Organisation	GAP2	Green Academies Project 2
LWT	London Wildlife Trust	HLF	Heritage Lottery Fund	WVRPT	Wandle Valley Regional Park Trust	NEET	Young Person not in Education, Employment or Training
LWLP Team	Living Wandle landscape partnership Team	SFTRA	Sutton Federation of Tenants & Residents Associations	SHP	Sutton Housing Federation	GIGL	Greenspace Information for Greater London
SROI	Social Return on Investment	MVSC	Merton Voluntary Service Council	SMCC	South Mitcham Community Centre	WH	Wandle Housing
AH	Amicus Horizon	CHMP	Circle Housing Merton Priory	PISP	Personal Information Sharing Protocol	LWLP	Living Wandle Landscape Partnership

2.0 Summary of work to date

The **Living Wandle Estates** project aimed to reconnect social housing communities with the River Wandle and its benefits as a local asset.

The objective was to engage the interest of social housing communities in proximity (<2km) either side of the River Wandle and/or ensure they have opportunities to become involved in recreation, volunteering, training activities and events.

The rationale behind this project was due to the fact that there is a substantial amount of social housing in proximity to the River Wandle. The third of estates closest to the River Wandle have an estimated population of 8750 ([Neighbourhood Green data](#)). Existing activities led by Wandle partners (and anecdotal evidence) suggests that social housing communities are largely hard-to reach and not proportionately presented in engagement activities or decision-making on Wandle matters. .

The Living Wandle Estates project linked up key representatives within the registered providers and estate communities with the Living Wandle Partners, as well as delivering activities dedicated solely to social housing residents. It also wished to identify some of the barriers which may prevent the Wandle from being recognised, appreciated and/or used, and help to develop the first steps to projects that can better reconnect social housing communities to the River Wandle, if they so choose.

The first challenge was to locate the RPs residents to be able to engage with them, without any prior contacts with the RPs themselves. Community centres within estates seemed a good place to make contact. Building strong partnerships with RP delivery staff to reach the residents was also a key part of the project.

It took time to identify, contact and secure interest from the most appropriate staff member in the RPs' organisations (e.g. whether community engagement, resident officer or sustainable communities roles). In fact the first successful partnership work with RPs came about through supporting the South Mitcham Community Centre's (SMCC) Phipps Bridge International Summer Festival planning meeting, where the Project Officer met three officers working for WH, CHMP, and AH who took immediate interest in the project. Community centres along the River Wandle were key connectors to social landlord residents and staff.

To increase the support and reach of RP delivery staff within the project a successful workshop was held in January 2016 to aid networking with LWLP Partners and the RPs themselves who own and manage properties in the Wandle Valley. It was an opportunity to showcase the River Wandle as an environmental, community and cultural asset, and the opportunities for residents on the river provided by Living Wandle partners, and wider Wandle Valley partners (please see Appendix 2 for RP workshop agenda). 12 RPs staff attended from 4 different RPs plus 1 service provider to RPs.

2.1 LWT project for the Living Wandle Landscape Partnership Scheme

During the project LWT ran river and nature-based activities on estates and then brought these communities to sites adjacent to river, by running a walk as part of the event. The Trust's approach has been to deliver our own events including nature fun days – bat walks, arts and crafts, visits to green spaces, walks, talks and quizzes - as well as join existing community events such as trips to the Natural History Museum or Honeywood Museum, and attending local fetes and festivals. LWLP Partners activities were also promoted by LWT and also through the distribution of LW events leaflets. The Trust teamed up with the Piscators angling club to take families fishing in Ravensbury Park in Merton. [Click here for the detailed Wandle Estates Evaluation report.](#) (Rebecca to add).

2.3 The role of the Wandle Valley Regional Park Trust and Registered Providers

To date, London Wildlife Trust has been LWLP's broker with RPs delivery staff; going forward this will be the role of the LWLP team, to ensure joined up partnership working with RPs. Prior to this Wandle Valley Regional Park Trust (WVRPT) had commenced strategic talks with RPs executives and directors. The Trust and WVRPT have prioritised collaborative working with RPs in the Wandle Valley, to ensure a joined-up approach and a clearer message. For example, at the RPs workshop delivered as part of the project, there were joint presentations and branding to help embed this message.

WVRPT's strategic aims are to provide the leadership and coordination to develop a Regional Park in the Wandle Valley i.e. be the 'broker' between RPs and Wandle Partners wanting to build partnerships. WVRPT are the named legacy organisation for the LWLP when the programme finishes. WVRPT objectives will include seeking funding from RPs to enable projects to be delivered by partners, and also to secure the long term viability of the trust itself through receiving core funding. It has been beneficial to work with both senior and delivery staff to secure real partnership-working between both sectors in the Wandle Valley.

2.3 Other project work taking place

The Trust recognises a number of other current or past project work between Living Wandle partners and RPs including:

- [Natural Estates](#) project: LWT, Groundwork London, in collaboration with Natural England and 8 social landlords : Affinity Sutton, Circle 33 Housing Trust, CityWest Homes, Gallions Housing Association, Homes for Haringey, Peabody, Places for People, and Southern Housing Group worked with estate residents to enhance their estate green spaces for residents and wildlife. An initiative that came out of and contributed to the [Neighbourhoods Green](#) partnership **2010 - 2013**
- [Wandle Green Team](#): A trainee programme developed by Groundwork London and WVRPT working with NEETS who receive accredited, on the job training in the land maintenance and landscaping, delivered within the Regional Park. Funded by local authorities. **October 2014 – May 2015**
- [MySpace project](#): An estates improvement programme between Wandle Housing and Groundwork London. The two phased programme improved the external environments of Wandle Housing's estate by involving residents in the consultation and design processes that resulted in open space improvement. Funded by Wandle Housing. **2015 - 2016**
- [Get Active Wandle](#): WVRPT working to get people more active. Recruiting sports ambassadors from within the Wandle community, including social housing residents. Funded by Local Authorities, National Trust and Sport England. **April 2015 – 2017**
- [Green Academies Project \(GAP2\)](#): National Trust working with young people 'Not in Employment, Education or Training' (NEETs) at Morden Hall Park recruited from the Phipps Bridge Estate and other Merton estates to receive training in land management skills, including a Wetlands module. Funded by Big Lottery Fund/ Our Bright Future **June 2016 – March 2017**
- Piscators Event – cleaning up Nelson Gardens at High Path Estate (one off event)

Examples of RP relevant community engagement projects in the Wandle Valley and elsewhere include:

- [Sustainable Merton's /Wandle Housing/Circle Housing Merton Priory/Merton Council](#) programme which contains various projects with an Estate Resident focus in Merton including: Community Champions- training up Merton residents as ambassadors to improve their local environment and Phipps Bridge Estate Communal Garden and other community gardens in Merton;
- [Eco Local](#) projects including Carshalton Environmental Fair;
- Spectrum Housing, partners of the East Wight Landscape Partnership Scheme delivering a [Wild About Wight](#) programme which includes projects such as [Green Army](#) and [4Bs project](#).

2.4 Legacy of the project

It is hoped that the project has achieved a number of legacy outcomes for the social housing residents and their reconnection to and engagement with the River Wandle, including:

- Raised awareness of the river and what it has to offer amongst residents and staff living and working along the Wandle. Activities introduced to 531 residents and 20 individual RPs delivery staff in the boroughs of Merton and Sutton, and good contacts were established in Wandsworth borough;
- RPs staff, service providers and residents are regularly updated with the quarterly '*Wandle Watchers*' newsletters;
- RPs partnerships were created and sustained throughout the life of the project. RPs suggested groups of residents to work with;
- Pioneering relationships with RPs and Greenspace Information for Greater London (GiGL), new ways of working achieved by encouraging GiGL to manage RPs data;
- Feedback and repeat attendance indicates that residents gained knowledge (e.g. locating bats, dragonfly ID training);
- Improved understanding of the river and its valley by social landlords;
- Increased access to and participation in the Wandle Valley;
- Improved targeting of activities by other LWLP projects to meet the needs of social housing residents e.g. National Trust were able to discuss future projects with Circle Housing Merton Priory and other RPs at RP workshop;
- Increased collaboration with other service providers to RPs e.g. Merton Voluntary Service Council (MVSC);
- Increased enjoyment by RPs residents of the River Wandle environment;
- Stronger voice of RP community residents and staff) felt within Living Wandle Landscape Partnership.

3.0 Introduction to Registered Providers for project staff

3.1 About Registered Providers

- Registered Providers own and manage social housing, although in terms of stock ownership and governance there are a number of different types of social landlord:
 - **Local authorities**; properties owned by councils. In some instances stock may be transferred to an Arm's Length Management Organisation (ALMO) with council representatives on its management board.
 - **Housing associations**; not for profit organisations who own and manage and housing.
 - **Housing co-operatives** not-for-profit organisations owned and managed by their residents.

All Registered Providers are regulated and audited by Government as set out in the Housing and Regeneration Act 2008.

- Management of social housing can also differ:
 - **Direct management** by local authorities and housing associations using their staff and/or contractors;
 - **ALMOs**, usually managing local authority-owned stock (see above);
 - **Tenant Management Organisations (TMOs)** where the tenant take control of management of their homes from their council or housing association;
 - **Private management companies** managing social housing through management agreements with councils or housing associations.
 - **Specialist housing** is also provided by RPs including sheltered accommodation for over 65's, residents with special needs (e.g. rough sleepers)
 - [National Housing Federation](#). All social landlords belong to - which is the main 'voice of' and support for housing associations.
- **RPs Service Providers**. They are key to partnerships with RPs Staff and residents, as they are already working with this part of the community (e.g. MVSC, SMCC, Riverside Centre and Participation People).
- **RPs work with all ages and hold demographic information** of all their residents, and may be happy to release this data for future joint funding bids dependent on the focus of a project.
- **RP's first and foremost is to provide a home in accordance with legal standards**. But they are also very much concerned with resident support and the following objectives are commonly shared among RPs.

- 1) employment and training opportunities
- 2) physical health and wellbeing
- 3) digital inclusion
- 4) community cohesion
- 5) financial inclusion and advice

3.2 Pointers for relationship building with RPs and reconnecting residents to the river

Throughout the Living Wandle Estates project, relationship building was variable, with some RPs being very proactive, and others taking much longer to secure results. Relationships which took longer to build were due to a number of factors, including: variable RPs staff resources, high changeover of staff, or differing comprehension of the offers to their residents (misunderstood we were wanting funding, not that we could provide funded activities). It can take time to clarify a new partnership, and what our sector can bring to the RPs sector. However if RPs staff members were able to be outward facing to new partnerships and motivated to support projects, many positive outcomes could be achieved.

- **Focus Resources:** Decide which RPs to partner with and focus resources on these partnerships, where staff are able to be outward facing and supportive of projects. Then it will be easier to contact, communicate and work with residents, and develop joint ideas. These staff tend to promote your project internally to other colleagues and increase reach, and will help to produce successful outcomes.
- **Social Return On Investment (SROI) – SROI toolkit –** some RPs use this to measure financial value of resident engagement over resources used, their impact on individual's life satisfaction. Partners will increasingly expect their partners to evidence this value. Click on this link for Health SROI [Affinity Sutton](#) and [London Wildlife Trust and UCL](#) for a green infrastructure SROI. [HACT](#) is a solutions agency committed to promoting ideas and innovation across the housing sector, and provides SROI calculators but only for Housing Associations and not Local Authorities.



Publicity – ensure your publicity is physically reaching socially excluded communities, e.g. by including community centres on email lists, or dropping off leaflets and posters and publicise at other core community hubs.

RPs Media Sources: active social media channels e.g. the Riverside Centre- have 950 residents on their database, South Mitcham Community Centre produced 3000 copies of their newsletter, including the project advert. This is a great way to reach the heart of the local community using these forms of RP organisation and local media channels

Photo: Butterfly & Dragonfly Arts & Crafts- Phipps Bridge- 27/08/2015- J Clarke

Community centres and local events offer good opportunities to engage with residents of social housing. Lists of these are provided below as a starting point:

Local Wandle Festivals	When	Organiser
International Day, Phipps Bridge	Late July	MVSC & SMCC & RSLs
St Helier Festival	June	SFTRA
Big Lunch	11 th & 12 th June	Resident Associations
Carshalton Environmental Fair	August Bank Holiday	Eco-Local

Community centre	Location
South Mitcham Community Centre	Phipps Bridge Estate, Mitcham
Penfold Community Centre	Wandsworth
Riverside Centre	Culvers Avenue, Carshalton
Bedzed Community Centre	Hackbridge

- To support two-way partnership, ensure that RPs opportunities are reposted on project's **social media channels**.
- RPs can potentially **match fund** your activities/events with their own community engagement budgets.
- Be aware to tie in with any existing **RPs Community Development Plans**, to ensure both remits are met.
- Look for possibilities of joining **existing RPs events**.
- To develop greater reach within this part of the community, recent success and experience indicates a more targeted approach/tailored activities to specific groups within the community to engage residents e.g. **work with specific groups** such as established youth groups (Wandle Housing – Young Inspectors programme).
- **Work with the community to shape the activity** on offer.
- **The word 'volunteering' puts many people off**, especially for those on low-incomes. Opportunity needs re-badging and different use of language to have an appeal to communities. Young people could be paid to do an apprenticeship, as no or little income will definitely affect people's interest e.g. WH-Young Inspectors Programme.
- **Build in time to build long-term relationships**, tying in with longer term activities or providing activities in the long term helps produce greater outcomes.
- Consider and budget for mass texting software to promote events to residents, as often residents have just left a mobile contact on the sign in sheet, without an email. RPs use this method regularly, liaise with RPs if can send out your project information.



Carshalton Ponds to Wandsworth Wandle walk- stopping at Abbey Mills- J Clarke 12/3/16

- **Run activities on the residents' local green spaces along the Wandle itself** as green spaces are often the gateways to the river. Encourage RPs to do this as well when running their events e.g. local green spaces, Ravensbury Park, Spencer Road Wetlands, Poulter Park, have been used on this project.
- Residents can obtain a lot of information about what is close to them by accessing the **Wandle Valley Regional Park web-pages**. There is information about green spaces near them, and information about what they can do, and where on the river. <http://wandlevalleypark.co.uk/digital-archive/>
- It might be useful to consider the **creation of a working group** if your project covers a large area with many different partners (this will save you time, and bring in additional expertise).
 - Consider two stages for this outreach project. Two stages ensures maximum partnership and maximum outcomes.
 - Stage 1 – development of interested RPs and commitment to resident engagement.
 - Stage 2 – delivery of activities. Minimise the time-frame between the stages.
- Learning for recruiting community ambassadors is to **research other local ambassador opportunities**, and look at joining up these opportunities with local partners.
- **Make provision for contact with socially excluded groups**, build in extra time if you have the budget.
- **Ensure you have enough resources for a full-time officer** if you are dealing with many RPs, as working with multiple partners across a large catchment, is usually time-consuming.
- **Consider holding an RPs workshop**, as this is a successful platform for forming relationships with a large number of RPs and partners, and for more buy-in for the project and networking. It is advisable to hold such events as early on in a project as possible, to provide enough time to develop and follow through new leads.

- **Consider ‘buddies’ to support residents engaging in new river activities**, it helps any new person to really feel part of a new group.

3.3 Challenges and barriers to working with residents of social housing

Based on the experiences of the **Living Wandle Estates** project the following challenges have been highlighted for those embarking on future engagement with Wandle estate residents:

- **The Trust found that families who come to events can appear to be transient;** some will come back for 2nd or 3rd event, then disappear. Therefore, working with community centres may be a more viable longer term option.
- **High turnover of RPs delivery staff** can cause delays in momentum (e.g. three successive community staff in one post at one RP over the course of the project weakened consistency and continuity).
- **‘Ambassador fatigue’** in the community has reduced recruitment of Living Wandle ambassadors due to alternative parallel schemes – Digital Champions, Energy Champions, Health Champions, Asda, and Sustainable Merton champions. In reality the community centre staff and volunteers have been great at ‘unofficially’ signposting the project to residents.
- **Reputation as ‘hard to reach’.** Be prepared as the social housing community has been recognised by both RPs staff, community centre and partners as often very difficult to engage. But not impossible and takes investment of time!
- **Both a part-time project and short-term project adds more risks** to achieving greater engagement from RPs and RPs residents, and the Living Wandle Estates project had to be adapted to focus on Merton and Sutton to achieve tangible results.
- **Difficulty to access RPs accommodation to Publicise.** The Trust was unable with particular RPs to install publicity in the communal areas due to restricted access by landlords i.e. RP staff struggle to engage resident caretaker.
- **Be aware of stereotyping.** Be sensitive to the day-to-day living experiences and priorities of residents, but do not stereotype them – all are individuals.
- **Cross Partner Communications.** Opportunities can be missed if there is limited information sharing within the partnership from LWLP Partners.
- **RP staff overwhelmed with new partner offers.** An RP staff member made a comment that there are too many outside partners offering activities, making it difficult to choose.
- **Pressures of life crises versus recreation.** Offering recreational activities to parts of the community who are suffering high unemployment levels, might not be received so enthusiastically, as they are dealing with severe deprivation on a daily basis.



Photo: Joint fishing event with Piscators Angling Club in Ravensbury Park, Merton- 26/09/2015 J Clarke

3.4 Mapping to help project planning

The information gathered through the Living Wandle Estates Project has been mapped and presented on a layered PDF document which can be viewed by current Living Wandle Partners. (Circle Housing Merton Priory were able to give the total number of properties within 2km of the river but not the locations.)

Layers currently include:

1. Individual RSL property locations (postcodes)
 - Wandle Housing
 - Amicus Horizon
 - Affinity Sutton
 - Wandsworth Council
 - Sutton Housing Partnership (more anonymised)
 - Sutton Housing Society
2. River
3. Green Space
4. Gateway Locations
5. Meeting Places - Community Festivals & Community Centres

It is hoped that by the end of the programme further layers will exist such as:

6. Invasive Non Native Species
7. Council land ownership

This should help highlight both gaps in physical access, and useful gateways to local RPs residents for project officers in the Wandle Valley. This will then assist them in targeting their activities with RPs residents and help initiate new partnership projects.

The long term aspiration of the Living Wandle Partnership and Wandle Valley Regional Park Trust is to gather data which can be shared on an open platform to and accessed via the Regional Park webpages. This will aid strategic development of projects in the Wandle Valley, help secure funding for work and help all Wandle partners target their resources effectively.

An example of a Personal Information Sharing Protocol (PISP) which was sent to each individual RP as a first time data request can be found in the Appendix 3. This document is an agreement to enable the release of data by RPs, and protection of the data itself. It has been possible through the Living Wandle Estates project to get agreement that the data can be used by Living Wandle Partners* 30th June 2016. But it is envisaged by both parties that this agreement can be continued beyond this date. The LWLP team will be following up continuation and permission of this use of RPs data for Living Wandle Partners.

The final PDF can be shared only within individual organisational staff who are part of the Living Wandle Partnership at the time of the referenced PISP.

The raw data is currently stored at GiGL. GiGL are acting as a long term repository of information for the Living Wandle Partnership. A Service Level Agreement (SLA) is always required with GIGL to be able to access data.

Agreement would need to be sought from the RP in question for the data to be shared with new Living Wandle Partners and more widely with Wandle Valley partners not signed up to the Living Wandle Landscape Partnership. Also some RPs were more reticent to share this data, dependent on RPs Data Manager protocols, so work is to be done to establish even stronger trust between sectors on data sharing. Different RPs have different restrictions on data and we are new partners requesting this data.

Some RSLs use GIS systems called Community Insight to produce housing resident related data and maps, it would be worth researching if this is a tool which could benefit partnership working.

3.5 RSL residents' attitudes to River Wandle

Questionnaires were handed out at South Mitcham Community Centre, Riverside Centre and at St Helier Festival 2016. We received questionnaires filled out, which included some of the following resident thoughts



1. Playing pooh sticks on the bridge in Ravensbury Park “ **Some look like a boat, a canoe wot makes it go faster** “, “ **A walk by the river is soothing**” Residents want “**something for the kids**”, “**fishing**”, “**rowing**”, “**organised walks- history tours**”, in regards to the river others were “**indifferent**”, but others found River Wandle “**memorable**”
2. We also encouraged residents to put one word on a post-it note at local festivals describing how they felt about the River Wandle at St Helier Festival 2015. Below are some of the answers (see Appendix 5 for full responses)

“ **Flowing**” “**Beautiful**” “ **Ducks**” “ **Tranquil**” “ **Walks**” “ **Adventurous**” “**Merton Abbey**” “ **Mills**” “ **Memorable**” “ **Dirty**” “ **Polluted**” “ **Fierce**” “**Sewage**”

We also used the same method at Phipps Bridge International Summer Festival 2015:-

“ **Enjoy looking at it, especially the Heron**” “ **Exciting**”
 “ **Day out in the Sun**” “ **Love the Ducks**” “ **Essential**” “ **Calm**”
 “ **Smelly**” “**Sometimes Clean**”

3.6 Housing Provider information tables

The following tables give an insight into some of the estates and RPs worked with through the Living Wandle Estates project, highlighting key contacts, remit and areas for future partnerships and potential projects.

WANDSWORTH BOROUGH

Wandsworth Council				
Wandsworth- Sudbury House, Wentworth House & Arnedale Estate & Wendleworth Estate				
Partnership	New contact came via RSL workshop. Particularly interested in Arts events			
New Build planned	No information as dependent on Planning Applications			
Key Contacts				
Primary contact	Jo Baxter	JBaxter@wandsworth.gov.uk	Resident Participation Officer	
Community Engagement Remit				
<ul style="list-style-type: none"> Community cohesion and well-being 				
Current community engagement Focus				
<ul style="list-style-type: none"> Focused on improving internal hallways (secured Evening Standard Dispossessed Funding for art workshops) To encourage residents into King George's Park Use of Penfold Community Centre as indoor venue Wendleworth Estate has an established community garden 				
RPs link to River				
<ul style="list-style-type: none"> Not much happening on the river at the moment. Close access to King George's Park 				
Community & Training Events (listed at RSL workshop)				
<ul style="list-style-type: none"> 2013 Fringe Festival- Took rubbish near Ram Brewery and made art installation on display on Lower Wandle Hoping to engage residents with their lobby area & art project- block prints/charcoal printing to cheer up dreary lobby. Money has been secured from Evening Standard dispossessed fund. 2014- Edgecombe Hall – Groundwork & NHS project to restore park 				
Media used to publicise events				
<ul style="list-style-type: none"> Flyers through door, and posters at Penfold Community Centre 				
RP Monitoring				
<ul style="list-style-type: none"> No Info 				

Goulden House Cooperative				
Wandsworth				
Partnership	New via RSL workshop- slightly out of LW area but keen to engage residents			
New Build planned	No info			
Key Contacts				
Primary contact	Kamila Klidzia	office@gouldenhouse.org	Goulden House Estate Manager	
Community Engagement Remit				

Community & Training Events (listed at RSL workshop)

- Aware of Walking Bridge over Thames from Chelsea to Wandsworth proposed 2016/2017
- Behind Garden Centre
- Limited engagement with Wandle, more with the Thames
- Photos/dog-walking

MERTON BOROUGH**Phipps Bridge Estate**

Wandle Housing				
Wandsworth- Merton – Sutton- Croydon (presence in 9 south London Boroughs)				
Community Centre Connections- South Mitcham Community Centre & Youth Centre				
New Build Proposed – None				
Partnership	Contact made via International Summer Festival at SMCC & WVRPT AGM			
Key Contacts				
Wandle HA Primary contact	Tomasz Crompton	Tomaszc@wandle.com	Community Investment Officer	All areas of community engagement
Wandle HA Additional Contact	Nathan Liburd	Nathanl@wandle.com	Community Investment Officer	Youth focus- Young Inspectors Programme/Young Leaders Programme (paid apprenticeship)
Wandle HA Additional Contact	Angela During	AngelaD@wandle.com	Resident Support Officer	Involved in Phipps Bridge & South Mitcham Community Centre events
Wandle HA Additional Contact	Daniel Revell-Wiseman	danielw@wandle.com	Senior Support Officer	Meeting regarding project with Angela During
Wandle HA Community Engagement Remit				
<ul style="list-style-type: none"> • Neighbourhood Champions • Training offered- IT • Volunteering • Debt Advice • Well-Being services • Young People- Young Inspectors Programme • Retirement properties 				
Wandle HA Current Projects				

<ul style="list-style-type: none"> • Interim Revitalising Phipps Bridge Youth Centre- with other RPs on Phipps Bridge • Volunteer Open Days- in conjunction with Merton Volunteer Services Centre) Volunteer Officer Sarah Hannigan at MVSC (sarah@mvsc.co.uk) • MySpace- working outside LW area, Streatham, Thornton Heath. After consultation, chose 8 areas improving areas around homes e.g. benches, lighting, communal gardens, including workshops on food –growing, planting, maintenance
Media used to publicise events
<ul style="list-style-type: none"> • Wandle Housing-Text (on mass), emails, posters, twitter, Wandle Young People’s Facebook
RSL Monitoring
<ul style="list-style-type: none"> • HACT ToolKit which GLC carried out for MVSC • Community Insight – GIS System
Living Wandle Estates Engagement
<ul style="list-style-type: none"> • Activities at South Mitcham Community Centre, Phipps Bridge • International Summer Festival on green space behind community centre • Volunteer Drop-In event – organised by Wandle Housing & Merton Voluntary Service Council • Pan Wandle Valley- Young Inspectors workshop (some not in Living Wandle area), paid to learn and deliver Estate Inspections. • Offered some potential match funding for events
Community & Training Events (mapped at RSL workshop)
<ol style="list-style-type: none"> 1. Youth apprenticeships 2. Mepin Road (tbc) Eastfields- Groundwork- sensory garden DDA Community orchard- Wandle Park- overgrown, multiple RSLs ,strong Resident Association

Circle Housing Merton Priory				
Merton (Circle Housing UK wide)				
Partnership	Contact made through SMCC International Planning Day. Currently main remit focused on delivering recently launched neighbourhood partnerships for CHMP tenants and all local people.			
New Build planned	None- Focusing on Regeneration			
Key Contacts				
Primary contact	John Horwood	John.horwood@circle.org.uk	Sustainable Communities Coordinator/Community Development	
Additional Contact	Sue Neville	Sue.Neville@circle.org.uk	Community Development Manager	
Additional Contact	Leroy Straker	Leroy.Straker@circle.org.uk	Sustainable Communities Coordinator/Community Development	
Additional Contact	Farrida Deen	Farrida.Deen@circle.org.uk	Regeneration Manager- Ravensbury Estate	
Community Engagement Remit				
<ul style="list-style-type: none"> To enhance the life chances of our customers & making the communities in which they live more sustainable- Neighbourhood Partnerships lead – aim is to bridge the gap between east and west of the borough, improving outcomes for residents across economic well-being, health and safer and stronger communities and children and young people Regeneration- Eastfields , Highpath and Ravensbury- estate in a flood-risk zone- looking at turning buildings towards river, & improving access to it , paths and networks Estate Champions Energy Bill Savings Safety in the Home Anti-social behaviour/Domestic Violence/Hate Crime advice 				
Current community engagement Focus				
<ul style="list-style-type: none"> Neighbourhood Partnerships (CHMP residents and all local people)- Attendance at thematic workshop Employment and Free Training- Routes to Work- 2012 Routes2Work has supported over 250 people into employment and apprenticeships (Security, customer service, construction, job club, health and social care, sports and leisure), 840 into further education, and the start-up of 70 small businesses. Free training on customer service, security, enterprise training and mentoring, job club at Mitcham and Morden Library. Job Club Plus supporting residents with a disability or long-term illness, employment Support for 16-19 year olds. 1:1 career coaching and support to help you apply for job vacancies and apprenticeships. Work with a Talent Coach on a community project in Merton, support to develop the skills that employers look for including: communication, team work, planning, problem solving and personal presentation skills. Optional English, Maths and ICT qualifications up to Level 1. Community Leadership Programme Merton Neighbourhood Regeneration Strategy- Economic Wellbeing thematic workshop – greater understanding of employment and training – voluntary & community sector 				

- Partnership with Sustainable Merton
- Empowering Communities and Community Fund Grants (up to £450 to buy in organisational support
- Regeneration
- Sports Blast –To provide 14- 25 with a diversion away from anti-social behaviour
- Health-Live Well Merton- help residents set and achieve personal health goals & reduce child obesity
- Routes 2 Work –To support into employment, self-employment, apprenticeships and training

Community & Training Events (mapped at RSL workshop)

- Colliers Wood- strong residents association, meet at community centre, multiple RSLs & plans to do
- community garden by Tesco's petrol station- Bygrove Road
- Community orchard- Wandle Park- overgrown, multiple RSLs ,strong Resident Association
- Community Garden- Deburgh Road and Norman Road – with Sustainable Merton
- High Path working with Piscators- cleaning up Nelson Gardens
- Mitcham Central Partnership
- Phipps Bridge Allotment- Sustainable Merton
- Sports Blast- Sadlers Court, Baron's Court, Lavender Park, High Path (Pollard's Hill, Eastfields)
- Mitcham Community Orchard
- Healthy Walks- MCPH Staff- organised by Leroy Straker (tied in with Live well week), one year
- MCPH Office –
- Wandle Valley Resource Centre- Grenfell Training based here & other RSLs/Merton Community Transport/Del Rose Earle training
- Ravensbury Regeneration – will embrace the Wandle (housing facing the river)- Watermeads Estate & Ravensbury Estate
- KNK Stadium/The Hub- Gym Fitness, Café, Sports Blast by Sport England Project.
- Playing Fields – Garth School Playing Fields- owned by Tooting & Mitcham (tbc), and MPCH helping to set up community centre in future.
- Supporter for Dean City Farm

Media used to publicise events

- Circle Voice e-newsletter? Website www.circleopportunities.org.uk

RSL Monitoring

- Community Insight D

Amicus Horizon			
Merton			
Partnership	Contact made through International Summer Festival planning meeting .		
New Build planned	No info		
Primary contact	Althea Callum	'althea.callum@amicushorizon.org.uk'	Resident involvement officer
Community Engagement Remit			
<ul style="list-style-type: none"> • Community cohesion and well-being 			
Current community engagement Focus			
<ul style="list-style-type: none"> • May form partnership with Viridian Housing • Green Ambassadors • Resident Associations • Friendly Forums • Training- assertiveness, setting up groups, safe-guarding 			

South Mitcham Community Centre- centre of Phipps Bridge Estate				
Merton				
Key Contacts				
South Mitcham Community Centre	Melissa Murrill	mel@southmitchamcommunity.org.uk	Activities Coordinator	
South Mitcham Community Centre	Brenda Josiah	brenda@southmitchamcommunity.org.uk	Manager	
Merton Voluntary Service Council	Bec Yusuf	Bec@mvsc.co.uk		
<ul style="list-style-type: none"> • Wandle Housing, Circle Housing and Amicus Horizon all support community engagement activities here • Staff already organise trips to Natural History Museum and locally Honeywood Museum • Sustainable Merton long term supporter 				
<ul style="list-style-type: none"> • Circle Homes – funded first 2 newsletter, community the 3rd, looking for new funder RSL- £1000 – 3,000 copies • Amicus Horizon- sponsored Mosaic created by children • Resident Association Thornville Close – very active- (Amicus Horizon, Wandle Housing) • Resident Association New Close – not so active meet at bottom of block? • Training at community orientated to employment & kids? • Talks re wildlife and community engagement jobs. • MVSC – summer activity programme 				

London & Quadrant Housing Trust (L & Q)				
Coverage to be confirmed				
Partnership	New contact from RSL workshop			
New Build planned	No information			
Key Contacts				
Primary contact	Natalie Murray	Natalie Murray NMurray@lqgroup.org.uk	Community Investment Officer (Strengthening Communities)	
Community Engagement Remit				
<ul style="list-style-type: none"> • provide training and support people into employment • fund activities for young people • help our residents access financial advice and support • provide activities and opportunities for older residents • build stronger communities 				

SUTTON BOROUGH

Peabody Group & BedZed				
Sutton (& outside London)				
Partnership	Contact via RSL workshop			
New Build planned	None- Focusing on Regeneration			
Key Contacts				
Peabody Primary contact	Catherine Andrews	Catherine.Andrews@peabody.org.uk	Community Development Worker/ Community Investment	
Bedzed contact	Tony Reid	tonyreid@bedzed.org	Manager Bedzed	
Peabody Community Engagement Remit				
<ul style="list-style-type: none"> • Employment and Training- job club, mentoring, start up your own business • IT Training & Learning Centres (youth, art, parenting, computers) • Volunteering – Investment in Volunteers accreditation • Activate London funded by Big Lottery- improve physical activity levels, mental health and eating more healthy • Youth • Older people services 				
Bedzed				
<ul style="list-style-type: none"> • Men in Sheds • Community Cafe • Outside Green Space 				

Sutton Housing Partnership				
Sutton (ALMO manages Sutton Council's housing)				
Partnership	Contact via St Helier's Festival in first year			
New Build planned	None- Focusing on Regeneration			
Key Contacts				
SHP key contact	Suzanne Richard-Jones	Suzanne.Richard-Jones@suttonhousingpartnership.org.uk	Senior Neighbourhood Manager	
SHP key contact	Emma Pearson	Emma.Pearson@suttonhousingpartnership.org.uk	Community Development Officer	

SFTRA-	Colin Hawkins	Collin & SFTRA <colin.sftra@gmail.com>	Interim Chair of Sutton Federation of Tenants & Residents Association	
SHP Community Engagement Remit				
<ul style="list-style-type: none"> • Back to work skills- Crystal Palace, Sutton United • Money matters scheme • Programmes- Spring back to Health • Annual Resident's Events • Sheltered Housing • Football coaching • Sutton's got youth talent • SFTRA most successful link to date- St Helier's festival, unfortunately my appointment with residents' forum was cancelled. • Potential link to colleges • Fun days Collingwood, Denmark Gardens, Benhill • Introduction to neighbourhood manager of estates didn't happen • Training – Digital Inclusion we are commencing a project to encourage more to use IT to make contact so there will be an opportunity in future. • Isolation- sheltered properties/ make friends –Men in Sheds project • SHP might fund transport for events • Spring back to health • SHP community development fund 				
SHP & SFTRA Current Focus				
<ul style="list-style-type: none"> • Annual St Helier Festival at St Helier Open Space • Health & Well-Being Information Day (Dementia) • Street Athletics in association with Social Change Network • Free Dog Chipping Event in conjunction with Riverside Animal Centre • Building Lives- Construction Training Charity (to close shortly) • Sheltered Housing 				

Sutton Housing Society				
Sutton				
Partnership	New contact in last few months via Wandle Trust			
New Build planned	No info			
Key Contacts				
Primary contact	Billie	billie.phillips@shsoc.org.uk	Tenant Engagement Officer, Support & Prevention	
Community Engagement Remit				
<ul style="list-style-type: none"> We aim to actively involve residents in the management of their homes and work with them to improve the services we deliver. In addition, we encourage the development of local initiatives to improve the quality of life in the local community 				
Current community engagement Focus				
<ul style="list-style-type: none"> Digital inclusion – for social and financial well-being Annual well-being day 				

Affinity Sutton & Riverside Community Association Ltd				
Sutton (& outside London)				
Partnership	Met at Riverside community centre			
New Build planned	None- Focusing on Regeneration			
Key Contacts				
Affinity Sutton Primary contact	Judie Obeya	Judie.Obeya@affinitysutton.com	Neighbourhood Investment Manager(London, East & South West Regions)	
Affinity Sutton Additional Contact	Mathew Parsonage	Mathew.Parsonage@affinitysutton.com	Community Assets Manager	
Riverside Community Association Ltd	Joanne Proctor	jo@riversidecentre.org		
Riverside Community Association Ltd	Dave Lunn	Dave.Lunn@riversidecentre.org		
Affinity Sutton Community Engagement Remit				

- Ready to Work
- Money matters scheme
- Annual Resident's Events

Riverside Community Association Ltd

- Family- led Activities
- Over 65's
- Youth Club-Time-out
- Sutton Digital Champions
- Staff already organise a great variety of family events and partner with outside organisations

4.0 Recommendations, further work to be done, legacy planning

Following a session with Living Wandle Partners in June 2016, the following ideas and actions have been agreed/discussed. (National Trust, Groundwork, WVRPT, LWT, LW Team.)

Legacy/Recommendation	What work is required to achieve this?	Who will do this?	When, and how often?	What resources are required?	Which partnership LW Aim, Objective or Legacy Outcome does this contribute to?
Data from LW Estates project accessible to all Wandle Partners (including RPs) to help Wandle projects to engage with residents of social housing. This would deliver a new approach to data sharing in the Wandle Valley. (mapping, contacts details etc) Further data gathered	Investigate RP GIS systems such as Community Insight to produce housing resident related data and maps. this could be a tool which could benefit partnership working	WVRPT	Post 2017	Staff time	Projects are targeted so they are more accessible to residents of social housing. Communication is easier between partners and RPs (Aim 3: Partnership Strengthening. Obj6, Obj11)
	WVRPT develop an open platform from Regional Park Webpages. Work would include: - Gaining permission from Wandle RPs to share data - SLA for WVRPT with GiGL secured - Management and maintenance this	WVRPT	Post 2017	£15,000 web developer costs? £2,500 GiGL SLA Staff time	
	Distribute this report and mapping to Wandle partners including RPs	LWT/LW	2016	Staff Time	
	Data continued to be sought/updated/managed from RPs	LW team and partners	2016/2017	Staff Time	
Information about the river more accessible to Wandle estate residents	Production of an attractive physical map identifying what is happening along the river and information e.g. fishing, birds there, insects there, cycle paths, healthy walks etc considered to complement the content on the RP webpages.	WVRPT/ LW	2016	£4,000	Raised awareness of the River. Increased activity on the river itself. (Aim 4: Local community benefits. Obj 2, Obj4, Obj5, Obj7, Obj8, Obj 9)
	Promotion of Regional Park webpages	All Wandle Partners	2016 - 2017	Staff Time	
	Annual RP partnership event to inform community officers of what activities are taking place along the river for their residents particularly focussing on employment, training, vocational volunteering.	LW/WVRPT	LW event in 2017. WVRPT event in 2018	Staff Time £500 per event.	
Better understanding by Wandle partners of Wandle estate resident attitudes towards the river and residents/RSLs influence projects and their immediate environment	Request RP annual survey of residents to include a question on River Wandle	WVRPT/LW	2016/2017	Staff Time	River projects better tailored to audience. Increased sense of ownership and stewardship of the river amongst Wandle residents. Ambassadors may step forward. (Aim 4: Local community benefits. Obj2, Obj4, Obj7)
	Invite residents and RSL staff to community forums (e.g. National Trust, Wandle Valley Forum) and/or create a forum just for residents/ tenants associations and RP staff	National Trust, Wandle Valley Forum, LW Team to promote these options. WVRPT to consider creation of forum		2016/2017	

Continue reconnecting RSL residents with the River Wandle through project work	Camera feed of Wandle wildlife to community centres to bring the Wandle to the community (e.g. MHP Heronry, Beddington Farmlands, eel, etc.) Funding required (e.g. Viridor)	All Wandle partners	2016/2017	£250/NHBS wireless camera Staff/volunteer time to maintain	Raised awareness and appreciation of the river. (Aim 4: Local community benefits. Obj1, Obj4, Obj8)
	Wandle star award (badge) for young people. Possible tasks to earn the award could include – joining a Wandle group. Give x Volunteers hours. Do a Wandle event and invite people. (e.g. like Young Inspectors)	Sponsored by RPs.	2017	Staff time	
	LW LPS continue to make projects accessible to RP residents. Links made through LWT project used by partners. E.g. use of newsletter and events leaflet, continued attendance at events with a high proportion of RP residents	LW team and partners	2016 - 2017	Staff time - Included within LWLPS	
More joined up approach to working with RPs in the Wandle Valley to sustain strong partnerships and maintain clear communication channels	Wandle estates/ Social landlord sub group for partners and RP officers to develop strategic Wandle Valley programme	WVRPT/LW	2016/2017	Staff time	Efficient approach of Wandle partnership work that benefits hard to reach groups, maximises SROI and ensures strategic impact. WVRPT sustained as the coordinating body and LWLPS legacy organisation. (Aim 3: Partnership strengthening. Obj6, Obj7, Obj9, Obj11)
	Continue to work on, develop and roll out programmes like Living Wandle estates, Green Team, MySpace and the NT Green Academies. WVRPT recognised and supported by Living Wandle partners to maintain broker role with RPs	WVRPT working with partners	2017	Staff time	
	Offer training, networking and project ideas to partners, RP officers, and residents to assist in the development of new projects	LWLPS/WVRPT	2016/2017	Staff time	
	Scope to build stronger links with Sutton Housing Partnership Contact needs to be made and maintained with SHP	LW team	2016/2017	Staff time	

5.0 Appendices

Appendix 1: Activities for your residents – RP leaflet

River Quiz

Learn How to Fish

Health & Wildlife Walks

Explore the River's History

Help to Clean up the River

Watch a Film

River Arts and Crafts

Visits to Places of Interest along
the River

Photography

Talks to Tenants/Resident
Associations

Work with existing groups of all
ages

Sign up for Wandle Watchers
newsletter (RSL staff and
residents)



Please contact **Jane Clarke- Living Wandle Estates Project Officer** at
jclarke@wildlondon.org.uk or **07837 576786**

Appendix 2: RPs staff workshop agenda 2016

Living Wandle Landscape Partnership Workshop (LWLP) Resident & Community Opportunities in the Wandle Valley

Venue: Tooting & Mitcham Community Sports Club Bishopford Road, SM4 6BF
Wed Jan 27th 9.30- 2.00pm

Agenda

- 9.00-9.30 **Arrival**
- 9.30 **Welcome/Housekeeping-** Jane Clarke – LWLP Estates Officer
- 9.35 **Part 1: The Wandle Valley as an asset –**
- Introduction-** Alister Hayes – South Regional Development Manager LWT
- The Living Wandle HLF Project –** Rebecca Watts LWLP Programme Manager
- The Wandle Valley Regional Park -** Sue Morgan CEO WVRPT
- Community Engagement at Circle Housing Merton Priory-** Sue Neville Community Development Manager
- 10.40 **Part 2: Productive Landscapes - How can residents & communities benefit from a Local Landscape**
- Natural Estates- Bringing More Life to the Landscapes of Social Housing -** Mathew Frith Director of Conservation- London Wildlife Trust
- Engaging Residents in Open Space projects-** Katrina Baker Area Manager – Groundwork London
- Wild About Wight- engaging with Nature- A Housing Association Perspective**
 - Claire Hector- Community Investment Officer- Spectrum Housing
- 11.35 **Refreshments**
- 11.45 - 12.45 **Part 3: Productive Wandle Landscape- Interactive small workshops**
 Opportunity to see first-hand, examples of Wandle-based activities for resident and community engagement. Several Living Wandle partners will be running workshops.
- 12.45 - 13.00 **Close** (Alister Hayes)
- 13.00 - 14.00 **Lunch & Networking**

Appendix 3: Personal Protocol Information Protocol

1. Introduction

This Personal Information Sharing Protocol [PISP] is made between:

- **Name of RP** and **London Wildlife Trust** (On behalf of the **Living Wandle Landscape Partnership**)

Pursuant to the request from London Wildlife Trust to obtain postcodes/street names of **Name of RP** social housing properties within the Living Wandle Area.

The Parties confirm that they are registered with Information Commissioner and act in compliance with the Data Protection Act in handling personal and sensitive personal data.

2. **Aim of Living Wandle Project**

The Living Wandle Estates project aim is to engage the interest of social housing communities along the Wandle in the Living Wandle programme, and to ensure they have opportunities to become involved in activities. The project also seeks to develop a deeper insight into these communities and their attitudes towards the river. It is part of the overall Living Wandle Landscape Partnership Scheme.

3. **Reasons for Digital Mapping**

- a. **To produce a Digital and printed Map, accessible to Living Wandle Landscape Partnership Partners, indicating the information below from all social landlords/ALMOs within in the Living Wandle Area.**

- i. **Map Access to the River Wandle**

To produce a map indicating where residents/communities of individual registered providers of social housing/ALMOs (within 2km of the Living Wandle Area) live in relation to the River Wandle, and how that affects their access to the river, and its benefits.

- ii. **New Build plans-** Please indicate if your organisation is considering building new residential developments (please supply grid references/postcodes for these areas).

- iii. **Map open space/green space** owned by social landlords. These spaces often can enable access to access or to the River Wandle itself (please identify Grid Reference or Postcodes for these green spaces).

- iv. **Map to be used to identify future funding resources**

This map will also be useful as a future resource for Living Wandle Landscape Partnership Partners, to be able to identify communities for future funding bids with registered providers of social housing/ALMOs.

4. **Purpose of PISP**

The purpose of this agreement is to outline the roles and responsibilities of the parties regarding data sharing to achieve the following:

- Provide contact details for households that contain residents who may benefit from the Living Wandle Landscape Partnership Scheme (London Wildlife Trust and Living Wandle Landscape Partnership only).
- Ensure the accuracy of the data that is shared, and updated where necessary.

5. Lawful basis for the sharing of personal information

- Housing Act 1996
- The Data Protection Act 1998

6. Type of personal information that will be routinely shared

- Resident's Postcodes
- Resident's Street names
- Future builds- grid references/postcodes
- Open space/green space managed or owned- grid references/postcodes

7. How personal information will be shared

The following officers are responsible for this agreement:

Name of officer – Name of RP and officer's job title

Jane Clarke – - Living Wandle Estates Officer - London Wildlife Trust (On behalf of the Living Wandle Landscape Partnership)

Personal information will be shared via a secure two-way interface between the parties.

London Wildlife Trust will be able to access the information listed in paragraph four about the residents. Only the person named in this paragraph for London Wildlife Trust will have access to the secure two-way computer interface but he/she will ensure that the relevant member of staff who will be provided with this information will hold it confidentially.

8. Restrictions on the use of shared personal information

Shared Information will be accessible to GiGL (Greenspace Information for Greater London: www.gigl.org.uk) for the purposes of data storage, analysis and production of maps. GiGL is London's Environmental Records Centre and acts as a central resource on information about biodiversity and open spaces in the capital. **(The sharing of images (maps) produced using this data is acceptable provided that Name of RP are acknowledged).**

9. Breaches of confidentiality

If there is a security breach in which data shared under this PISP is compromised, **Name of RP** will be notified at the earliest opportunity via the post holder identified above.

10. Commencement and review of PISP

This PISP will commence on **start date** 15/06/16 and **expiry date** expire on 30/06/16. It will be reviewed before 30/06/16 by both parties to ensure that it is still valid and up to date. It's envisaged that this agreement can be continued beyond this date. But on any termination of the agreement referred to in paragraph 1 above, GiGL, London Wildlife Trust and the Living Wandle Landscape Partnership will return all personal data held by it to **Name of RP** and ensure that it destroys all copies.

11. Data subjects' access rights

All data subject access requests received by London Wildlife Trust in relation to data shared with it by should be passed to **Name of RP officer** to be dealt with.

12. Signatories

Print Name: Jane Clarke

Date:

Print Name: **Name of RP Officer**

Date:

Appendix 4: Questionnaire to RPs residents

What do you think/feel about the River Wandle?

The Living Wandle Estates Project is about connecting Local communities to the opportunities on the River Wandle. Thank you for taking the time to complete this!

1. **Please tick your Age/s?**
 Under 17 18-30 31-44 45-64 65 +
 Prefer not to say

2. **Please tick?**
 Male Female Prefer not to say

3. **Please tick which Housing Association you belong to?**
 - a. Circle Housing Merton Priory
 - b. L & Q
 - c. Wandle Housing
 - d. Amicus Horizon
 - e. Sutton Housing Partnership
 - f. Affinity Sutton
 - g. Sutton Housing Society
 - h. Other Housing Associations
 - i. Private
 - j. Prefer not to say

4. **How much do you know about the River Wandle? Please tick the nearest answer?**
 - a. I hardly knew the river existed
 - b. I was aware of the river but don't really go there
 - c. I knew about the river and enjoy it already

5. **Where is your nearest place to access the River?**

6. **How does the River Wandle make you feel/think?**
 Better
 No different
 Worse

7. **If you have been part of a river activity, has it helped you in any way?**
 Learnt something
 Become more confident
 Been good for my health/well-being
 No benefits
 Other benefits?

8. **What activities would you like to see on the River?**

9. **How could your community's voice about the River be heard more clearly?**

10. **If you would like to hear what events/opportunities** are happening on the River Wandle please write your email below to receive the **Living Wandle newsletter**.
(Your email will not be used for any other purposes)

Email address:

11. **Do you have any other comments about the River Wandle, or the events/training opportunities which your community can access?**

Appendix 5: 'One word for River Wandle' game recorded with RPs residents

