



# The Brockley Bugle

## FEATURED ARTICLE

### How to Get Involved

Our Residents Scrutiny Board encouraging involvement in the local community

#### IN THIS ISSUE:

- P.2** Message from Area Manager
- P.4** Update from your income team
- P.8** Health & Safety update
- 10** Leasehold Corner
- 14** Residents Association
- 18** Staff Spotlight - Samuel Foxwell



# Area Manager Update

## Welcome to our Autumn Edition of our Brockley Newsletter

Its been a very different environment over the Summer to deliver our services and get to meet and speak to you all.

Our staff have been at our Area Office throughout the lockdown and the Summer to provide information and speak to customers.

Despite the lockdown, we will still be providing our cleaning and grounds maintenance services and your housing managers will still be out and about across the estate. Please reach out to us on our new number **0204 518 1447** to speak to the team.

We can also speak to you on the telephone or arrange for a call using one of the conference call facilities such as Zoom or Whats App.

We also have a website where you can find details of services and service changes as together we face the challenges of Covid 19. Our website address [www.pinnaclebrockley.co.uk](http://www.pinnaclebrockley.co.uk)

In this edition of the newsletter there is information for anyone struggling to pay their rent or other bills during this time.

Even though we have had lock down the team have been busy working on our estates to keep them clean and tidy. During the first stages of lock down we increased our cleaning programme in our communal areas. We have also commenced a programme of reseeding areas of grass which have died on our estates and launched a painting programme for areas which have had graffiti. This is an important area of our work this affects the neighbourhoods in which you live.

We have also recommenced our meetings with our resident involvement panel via virtual meetings, the next meeting will be held on the 16th of December. if you would like to attend, please email us and we will send you a Zoom meeting link.

As we have said many times before speaking to our residents and getting their feedback is very important to us. We are also looking to launch a Customer Feedback Panel where all residents will be invited to participate on line in the New Year. Details will be sent to everyone in December.

**We hope you enjoy this edition of the newsletter.**



**Area Manager Kate Donovan**

# Your Brockley team is here to help

Feel free to contact us at any time should you require any assistance.

**Regenter Brockley  
Housing Office  
111 Endwell Road,  
Brockley, London  
SE4 2PE**

**Our reception is currently Closed to the public during the second national lockdown. You can still phone or email from 9-5 Monday to Friday.**

for enquiries please email or call us at

**Telephone: 0204 518 1447**

**Email: [Brockley.customerservice@pinnaclegroup.co.uk](mailto:Brockley.customerservice@pinnaclegroup.co.uk)**



**Area Manager**  
Kate Donovan

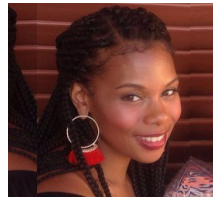
## Customer Service Team



**Kenny Wong**  
Customer Service Manager



**Sonia Straker**  
Customer Service Advisor



**Amber McCoy**  
Customer Service Manager

## Housing Team



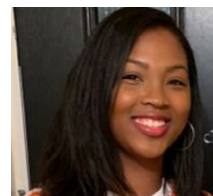
**Kenneth Gill**  
Team Leader



**Swarna Ragu**  
Housing Manager



**Don Millwood**  
Housing Manager

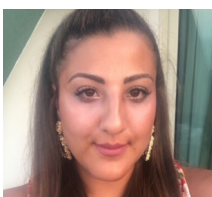


**Shanique Campbell**  
Housing Manager

## Income Team



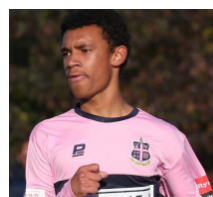
**Adesuwa Kwei-Armah**  
Interim Income and Performance Manager



**Yasmin Thomas**  
Income Collection Manager



**Ato Arku Nelson**  
Income Collection Manager



**Samuel Foxwell**  
Income Collections Apprentice

## Leasehold Team



**Sandra Simpson**  
Project Manager



**Lorna Jones**  
Leasehold Officer

**Email:**  
[brockley.customerservice@pinnaclegroup.co.uk](mailto:brockley.customerservice@pinnaclegroup.co.uk)

**Website:**  
[www.pinnaclebrockley.co.uk](http://www.pinnaclebrockley.co.uk)

# Update from your Income team

In these challenging times due to Covid-19 some of you may have experienced some changes in your household income. We understand that you may have been furloughed, made redundant, be on reduced hours, or for the self-employed, unsure of when you will gain your next contract.

At Pinnacle we have a number of agencies as well as our own team who can assist you in these difficult times with applications for grants and benefits, and signposting to support services.

We have also employed a new welfare manager who started with us in October.

As a result of changes in your household income you may be seeking to access benefits, some of you for the first time.

Universal Credit is a monthly government payment to help with your living costs.

You may be able to get it if you're on a low income, out of work or you cannot work.

Even if you have been furloughed you may be entitled to the housing element of Universal Credit, due to the reduction in salary, so it is important to check what you may be entitled to.

You can make an application to Universal Credit via their online portal or telephone them if you do not have internet access or are not confident using computers.



Their telephone number is 0800 328 5644 and their portal can be found on the government web site. [www.universal-credit.service.gov.uk](http://www.universal-credit.service.gov.uk)

The online form should be quite easy to complete but if you have any questions please do not hesitate to contact our office for assistance and support.

Please do contact a member of the income team if you would like further information about the support available to you, to speak with an income officer, please call or email us on.

**Tel: 0204 518 1447**

**Email: [brockley.customerservice@pinnaclegroup.co.uk](mailto:brockley.customerservice@pinnaclegroup.co.uk)**



# Garages for Rent

We have several garages that are ready to be rented out and we would like residents to apply for these. If there is a deficit on your rent account this has to be cleared in fully before you can make an application for a garage. Only one garage per resident is permitted but you can make an exchange if there is no arrears on your current account. Garage rents are to be paid by standing order and Direct Debit only.

If you would like to apply for a garage or an exchange please email to [brockley.customerservice@pinnaclegroup.co.uk](mailto:brockley.customerservice@pinnaclegroup.co.uk) please put **Garage Rental** in the subject heading and send **for the attention of Samuel Foxwell**.

To enquire about the status of an application please contact **Garage Rentals** at Brockley Customers Services on **0204 518 1447**.



This image is for illustrative purposes only and does not represent the actual product.

## Tenants and leaseholders check your balance

As part of our commitment to improve our communication to residents and listening to your feedback about how you would like us to communicate with you, we are introducing texting and email as a new option when we need to contact you.

We will use this text and email to contact you when....

- There is a major incident affecting your property such as loss of water or electricity
- We would like to tell you when there is a significant change to our service.
- We would like to give you information about your rent account

This new initiative will reduce the amount of paper we use, which is also going to be much better for the environment.

In order to receive texts and email we need your up to date contact details. Please email them to [brockley.customerservice@pinnaclegroup.co.uk](mailto:brockley.customerservice@pinnaclegroup.co.uk) or contact us on 0204 5181447

Leaseholders and Tenants - Check your balance 24/7.



You can now check your rent balance or service charge balance by text. Just Text BAL or BALANCE followed by a space and your account reference to 07591388604

For example, 'BAL 1234567890'

To use this service, we must have your correct mobile number on our system, you can update it phoning us on 0204 5181447 or email [brockley.customerservice@pinnaclegroup.co.uk](mailto:brockley.customerservice@pinnaclegroup.co.uk)

Texts will be charged at your standard message rate.

# BIN IT RIGHT



A guide to what you can put in the recycling bin

## ✔ YES PLEASE, RECYCLE

✔ Glass bottles and jars



Wash all items to remove any traces of food and place all clean and dry items loose in the bin.

✔ Plastics pots, tubs, trays and bottles



✔ Paper and cardboard



✔ Cans, cartons, Tetra Pak™ aerosols and foil



## ✘ NO THANKS, DON'T RECYCLE

- ✘ Black bin liners
- ✘ Textiles
- ✘ Tissues (paper towel/wipes)
- ✘ Light bulbs
- ✘ Polystyrene
- ✘ Pet food pouches
- ✘ Bubble wrap
- ✘ Food waste
- ✘ Garden waste
- ✘ Nappies
- ✘ Crisp packets and sweet and biscuit wrappers
- ✘ Batteries and electrical waste

Placing non-recyclable items in your recycling bin can result in good quality material becoming contaminated and unrecyclable.

For a complete list of what can and can't be recycled, visit [www.lewisham.gov.uk/recyclable](http://www.lewisham.gov.uk/recyclable)



# Bulk Waste Collection Service

If you pay for bulk collections in your service charges you may be entitled to use Pinnacle Bulk collection service.

If you are unable to take large items to the refuse and recycle centre yourself, you can ask Pinnacle to pick up the items..

- Pinnacle can collect up to four household items at a time, such as carpets, chairs, beds or sofas.
- Fridge and freezer collections will need to be arranged separately to household items
- Collections can only be made from the ground floor and must be pre-arranged.

To arrange a collection of household items or Fridges/Freezers please contact:

Brockley.customerservice@pinnaclegroup.co.uk

If you have a mattress that you no longer need, Lewisham Council can collect and recycle it for free. For full details or to arrange collection of mattresses please use the below link

[www.lewisham.gov.uk/myservices/wasterecycle/dispose-of](http://www.lewisham.gov.uk/myservices/wasterecycle/dispose-of)



# Art Competition Winner

We'd like to congratulate the winner of our latest Rainbow colouring competition. Mya Campbell, aged 4yrs was kind enough to send over a lovely entry that wowed us.

Congratulations your prize , a £50 Love to Shop voucher, is on its way. We look forward to receiving more works of art from you in the future.



## Wanted - Volunteer Befrienders

Voluntary Action Service Lewisham are seeking volunteers to help support their telephone befriending service by contacting isolated people in Lewisham for a chat to help feel more connected and supported. Are you able to

- provide a 'window to the world' for those who may be feeling isolated or alone ?
- Call 3 people per week for a total of 1 hour per call?

Then why not sign up to become a volunteer Befriender?

To find out more about this volunteering opportunity please register your interest on the Lewisham local website at [www.lewishamlocal.com/sign-up-to-volunteer-with-lewisham-local](http://www.lewishamlocal.com/sign-up-to-volunteer-with-lewisham-local)  
Email: [info@vslonline.org.uk](mailto:info@vslonline.org.uk)

### Are you feeling isolated or alone?

If you would like to sign up to receive a call to chat with a volunteer befriender you can be referred by Social Services or AgeUK or other agency or can contact Community Connections Lewisham

**0330 058 3464**

**[www.lewishamconnections.org](http://www.lewishamconnections.org)**





# Health & Safety in Communal Areas

## What is defined as a Communal Area:

A communal area is an area that more than one resident is entitled to use. These areas are owned by Lewisham Council and managed by RegenterB3 to ensure the Health and Safety of all residents. If a property has a shared stairwell or corridor leading to its front door, even if the corridor only leads to that property, this area is classed as a communal area under government guidance.

RegenterB3's procedure is that this must be kept clear of all items. This is even if the access is only to two residents' flats. It is a shared escape route in the event of a fire but also access for the Fire and Rescue and Ambulance Services.

RegenterB3 and communal areas:

RegenterB3 believe that it is essential to have good housekeeping in all the communal areas of our properties.

Due to fire safety reasons it is not permitted for residents to put any personal items in the communal areas. This includes anything from furniture, plants, cooking equipment, toys, to clothes dryers & bicycles. We really do appreciate your cooperation in keeping the area clear from any obstruction.

Good housekeeping is essential to reducing risk in communal areas. Controlling the presence

of combustible materials and ignition sources not only results in a dramatic reduction in the potential for accidental fires to start and develop in the common parts of blocks, it significantly reduces the scope for deliberate fires. It also ensures escape routes are free of obstructions that might hinder the evacuation of people from the building and access for fire-fighters.

Health & Safety:

This procedure is about communal corridors and landings, cupboards with electrical and gas equipment in, that are located off communal corridors, and cupboards that have not been allocated as resident cupboards.

Fire risk assessments are periodically carried out to ensure that these areas meet with the Health and Safety requirements for the safety of all our residents.



## Lewisham Council Sharing local stories and images for Black History Month and beyond

To celebrate this year's Black History Month, Lewisham Council has been projecting images around the borough that depict the journey of our incredible Black communities. We want to celebrate the lives, achievements, and memories of those who have made Lewisham their home, and a home for their children and grandchildren. It's more important than ever that our communities voice is heard and we want that voice to come directly from the community itself.

It's more than a month and we would like to create a video of local Black history. **Do you have any film footage, photographs or stories you'd like us to share?** If so, please contact us at: **Cultural.Development@lewisham.gov.uk**



# Leasehold Corner

## Replacement Front Entrance Door Information

Leaseholders whose doors were identified as possibly needing to be replaced, because they may not be fire safe, were written to on 6th August 2020 and again on 15th October 2020 with this information below.

I thought I would share this with you all for future reference should you decide to replace your door at any time.

The contractor that is installing the door must meet the accredited standard; the door and all its components, must meet the following standards:

- BS 476/22/EN1634-1 - Product Door Set Testing Standards (Fire)
- BS 476/31/EN1634-3 - Product Door Set Testing Standards (smoke)
- BS EN 15725 (Harmonised) - ALOT - Covers sizes of testing
- CE Marking (Nov 19) - External facing door sets - Separate Tests Required in EN standards
- BS 8214 - Installation guidance
- FIRAS - Voluntary Guidance - platinum standard followed - Externally audited and accredited installers
- Full Third-party accreditation of Manufacture standards - BS 476/22 & 21

Anglian will carry out further inspections of every door in Brockley in the coming months.

Anglian will contact you if they need access to your flat.

You will be informed of the outcome of their inspections.

Thank you for your co-operation.



# Insurance of Leasehold Property

Although the external and structural part of the property is insured through the freeholder's insurance, as leaseholder you are required to insure your own property by taking out your own building insurance.

Under the terms and conditions of your lease, you as lessee, are required to maintain the insurance of the 'demised' premises, (that is your home), under a building insurance.

Please make the necessary arrangements as soon as possible, if you have not already done so.

Please note that your policy must satisfy the following requirements:

- A reputable insurance company must have issued the policy.
- The cover must be on a 'comprehensive' basis.
- The policy must be in our joint names, or must note the interest of the London Borough of Lewisham as Lessor by endorsement.
- The sum insured must represent the full cost of reinstatement including site clearance, professional fees.

If the property is subject to a mortgage, your mortgagee may be able to assist you in arranging appropriate cover and may wish for this interest to be noted on the Policy.

I would also like to draw your attention to the broker OCASO Insurance Services Ltd., in partnership with Lewisham Housing who can assist in finding you an affordable insurance policy specifically designed to meet the obligations of your lease and the requirements of your mortgage lender.

**Please contact OCASO on 0207 1732764 or 0207 377 6465** who will be pleased to help.

Alternatively, you may wish to take advice from an insurance broker or direct insurer.

If you have any further queries regarding the insurance arrangements of your property, please contact the Leasehold Team via [brockley.customerservice@pinnaclegroup.co.uk](mailto:brockley.customerservice@pinnaclegroup.co.uk).



# Lewisham foodbank

At Lewisham Food Bank we don't think anyone in our community should have to face going hungry. That's why we provide a week's worth of nutritionally balanced emergency food and support to local people who are referred to us in crisis. We are part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK.

Food Banks providing emergency food to people in crisis



A simple box of food makes a big difference, with foodbanks helping prevent crime, housing loss, family breakdown and mental health problems.

Donations of non-perishable, in-date food is collected from individuals, community



organisations, and supermarkets and a team of Volunteers sort food to check that it's in date and pack it into boxes ready to be given to people in need.

Foodbanks partner with a wide range of care professionals such as doctors, health visitors, social workers, mental health workers and police to identify people in crisis and issue them with a foodbank voucher.

Foodbank clients bring their voucher to a foodbank centre where it can be redeemed for a week's worth of emergency food. Volunteers can also signpost people to agencies able to solve the longer-term problem.



# “ The foodbank was there when we really needed it, it was an absolute lifeline.”

The Trussell Trust has worked with nutritionists to ensure food parcels contains sufficient nutrition for at least three days worth of healthy, balanced meals for individuals and families.

All our food is donated by schools, churches, private/corporate donors and via collection boxes in various supermarkets including Lewisham & Elmers End Tesco and Beckenham & Bromley Waitrose.

Our foodbank can usually adapt your food parcel to meet your dietary needs, for example, gluten free, halal or vegetarian. Let us know if you have a pet sometimes we can donate dog/cat food.

The Lewisham Foodbank is based the Hope Centre in Forest hill. It is currently closed to

clients to collect food During Covid-19 food parcels are by delivery only.

We can still accept donations to Hope Centre 9 am - 5.30 pm Mon - Fri.

**Hope Centre Malham Road  
Forest Hill London SE23 1AN**

Need a food parcel?

To get a referral, please contact an organisation that you are in contact with like a school, housing association, Citizens Advice, GP or faith organisation.

If you do not have a support organisation, you can call the Citizens Advice Helpline for free on **0808 208 2138.**



# Why not get involved in your local Tenants and Residents Association?

Tenants and Residents Association (TRAs) are a great way for you to work with your neighbours to help improve your community. There are various ways to get involved.

You can help set up a TRA by being a member of the Committee or Steering group, you can assist with events, websites & Social media, taking notes and reaching out to other residents, or you can just attend TRA meetings to input your views once a group has been set up.

## Would you like help improve your community by becoming a TRA Committee member?

A number of local residents are setting up new TRAs and they would love to hear from you.

## Do not worry if you are new to committees

You will receive free training and support to help you in any role you may decide to take on so why not give it a try?

## The 4 key roles on a TRA committee are the Chair and Vice Chair, The Treasurer, and the Secretary. There are also additional Committee members

**Committee members** all work together to give residents the opportunity to tackle local issues.

- enhance community spirit;
- deliver resident led community investment projects; and
- represent your area at Regenter Pinnacle Brockley resident Panel Meetings.

**The Chairperson or Vice Chair** - is responsible for making sure that each meeting is planned effectively, conducted according to the constitution (or agreed set of rules) and will make sure that matters are dealt with in an orderly and efficient manner. The Chairperson leads the team and keeps an eye on the Committee's performances making sure things get done.

**The Treasurer** - opens and maintains

a bank account in the name of the TRA acts as signatory for financial transactions, keeps proper accounts of income and expenditure and reports on the accounts as required by the committee at general meeting.

**The Secretary** is responsible for convening and keeping records of all meetings of the committee and any sub committees in the form of minutes, and giving notice of meetings to members.

## If you would like to volunteer the following TRAs are seeking members

**Foxborough Gardens** TRA steering group are seeking new committee members to stand for election at their inaugural meeting due in Dec 2020 / Jan 2021  
Contact: [foxboroughtra@gmail.com](mailto:foxboroughtra@gmail.com)

**St Peters Court TRA steering group** are seeking members to help with organising their first tenants meeting and to join the committee email: [stpeterscourtta@gmail.com](mailto:stpeterscourtta@gmail.com)  
Text/Mobile: 07926661204

**Viney Road TRA Steering Group** are seeking residents to help set up a new TRA and become part of their committee  
email: [brockley.customerservice@pinnaclegroup.co.uk](mailto:brockley.customerservice@pinnaclegroup.co.uk)  
Tel: 0204 518 1447

**Shell Road and Nuding Close Resident Association** organise regular activities and events in their catchment area. Join their mailing list to find out about their future meetings, campaigns and activities.  
email: [jerry.bradshaw@talktalk.net](mailto:jerry.bradshaw@talktalk.net).

**Your local** TRA Steering Group would love to hear from you if you live in any of the above areas and would like to get involved.

**Want to set up a new TRA for your area?** contact Brockley Customer Service to find out about the support available  
Tel: 0204 518 1447 Email: [brockley.customerservice@pinnaclegroup.co.uk](mailto:brockley.customerservice@pinnaclegroup.co.uk)

## Get involved in your Residents Panel as a participant or as volunteer board member.

Your contribution will help Pinnacle to measure improvements in services and increase resident satisfaction.

## Date of next meeting:

**16 December 2020  
6.30pm – 8pm**

Regenter Brockley Residents Panel represents the interests and views of all Regenter Brockley residents, and helps scrutinise the performance and services delivered by Pinnacle and Rydon to help us to make improvements or build on what we do well.

## To find out more Email:

**[brockley.customerservice@pinnaclegroup.co.uk](mailto:brockley.customerservice@pinnaclegroup.co.uk)**

# LEWISHAM COLLEGE

## Unlock your potential at Lewisham College

Lewisham College is a thriving, dynamic further education college that can help you to gain the qualifications, professional skills and confidence you need to achieve your career ambitions.

Lewisham College has two campuses, Deptford Bridge, which specialises in construction training and provides a range of courses in partnership with local employers, and Lewisham Way, which offers vocational courses in a wide range of fascinating subjects, from business to catering and hair and beauty.



### Performing and Production Arts Training in Lewisham

Lewisham Way is also home to new performance and production arts courses, which are being offered in partnership with Rose Bruford College of Theatre and Performance.

This new provision includes a range of courses for 16-18s and adults, which are designed to nurture young creatives and performers to develop skills in performance, production, art and design.

### New courses for job seekers

If you are currently unemployed and looking for work, a Lewisham College employability courses could help you to develop your skills, gain new qualifications. They also provide support with finding employment and using job boards, CV/job applications and interview techniques. Courses could be fully funded if you meet eligibility criteria and include:

- » Motivation for Work
- » Business Administration and Skills for Work
- » Support Work in Schools and Colleges
- » Functional Skills in Maths or English
- » ESOL
- » CSCS and Skills for Work
- » IT
- » AAT and Bookkeeping
- » Care
- » CIS Door Supervision

To find out more about any courses at Lewisham College, or to attend an Open Day, visit [www.lewisham.ac.uk](http://www.lewisham.ac.uk).

[lewisham.ac.uk](http://lewisham.ac.uk)

020 3757 3000

[info@lewisham.ac.uk](mailto:info@lewisham.ac.uk)

Please note: During Lockdown Rydon and Pinnacle are not carrying out joint estate inspections, however they are continuing to do these separately in order to comply with government guidelines.

# Estate Inspections

The Pinnacle Estates team is continuing to conduct regular estate inspections. Rydon Repairs team do not currently attend these with us due to government guidelines on social distancing, however details of any repairs issues highlighted during the inspections are reported to them and logged for the appropriate action.

In light of the new Lockdown Measures we would like to actively encourage residents to stay safe at home. Please check the noticeboards and our website at [www.pinnaclebrockley.co.uk](http://www.pinnaclebrockley.co.uk) for times and dates for your block. If you have any questions or requests for the inspector, please contact Don, Shanique or Swarna at the below email address.

[brockley.customerservice@pinnaclegroup.co.uk](mailto:brockley.customerservice@pinnaclegroup.co.uk)



Date	Blocks	Housing Manager	Meeting Point at 10am
3 Feb 2021	Cherry Tree House, Foster House, Hawthorn House, Alban House, Birch House, Yew House, Columba House & Lewisham Way	Don	Cherry Tree House entrance at 10am
25 Nov 2020 / 10 Feb 2021	Nuding Close, Shell Road, Algernon Road, Embleton Road, (63-65) & (93-131) Ermine Road Somerset Gardens	Swarna	Nuding Close entrance 10am
2 Dec 2020 / 17 Feb 2021	Wadcroft Court, Geoffrey Court, Erica House, St Peters Court, Colin Blanchard, Alder House & Lilac House	Don	Wadcroft Court entrance 10am
9 Dec 2020 / 24 Feb 2021	Viney Road & Brookbank Road	Swarna	Viney Road entrance 10am
16 Dec 2020	Almond House, Oak House, Elm House, Vulcan Terrace, Myatt Court,	Don	Almond House House entrance 10am
23 Dec 2020	Greatfield Close, Eastern Road & Tyrwhitt Road, Crescent Way, Braxfield	Swarna	Greatfield Close entrance 10am
30 Dec 2020	Bede House, Asaph House, Edmund House, Andrew House, Aldham House, Dunstan House, & Laburnham House, David House, Augustin House	Don	Bede House entrance 10am
6 Jan 2021	Adelaide Avenue, Ivy Road, Comerford Road, Brockley Road, Whitbread Road	Shanique	Adelaide Avenue entrance 10am
13 Jan 2021	Jasmine House, Syringa House, Veronica House, May Tree, Ash Tree House, Walter Taylor Court, Acacia House, Lime Tree House, Hazel House	Shanique	Jasmin Court entrance 10am
20 Jan 2021	Dressington Avenue, Foxborough Gardens & Rushey Mead	Shanique	Dressington Ave entrance 10am
27 Jan 2021	Chestnut House, Holly Tree, Pear Tree, Conifer House, & Poplar House, 62 Wickham Road	Shanique	Chestnut House entrance 10am



# Pinnacle Staff Spotlight

## Samuel Foxwell – Business Apprentice



### Tell us a Bit about yourself

Born and Bred in Lewisham. I Live in Catford with Mum Dad and sister.

I Attended Forest Hill Boys and Christ the King Sixth Form, where I obtained a distinction in a Btech Level 3 in Business Studies.

### Did you have any idea what you wanted to do when you finished 6th Form.

I always wanted to do an apprenticeship and knew that University wasn't for me. I am much better actually doing something rather than studying and it suits the way I learn.

### How did you find out about your current apprenticeship

I was looking at the Lewisham website during lockdown at apprenticeships and saw the current role being advertised by Pinnacle. I had the interview in May and was really pleased the next day to be told I was successful. I started the apprenticeship in August 2020

### What attracted you to the role

It seemed interesting and was in Brockley so I could walk from home in Catford. I also liked the idea of a chance to earn some money.

### What do you like about the current role

The team have been welcoming and always have time for me when I have questions. I also really enjoy helping people with their finances so they don't fall behind with their rent. I think it's a really nice environment and feel lucky to work here as my first ever job.

I am also looking forward to starting a professional qualification in property Management in February as this will give me much more knowledge that I can use in my role.

### What are your ambitions

I would love to get a permanent role and eventually provide for the people around me.

### What do you like doing in spare time

I play football 3 times a week. I like music and I would like to really learn how to produce music. With all the restrictions on going out I want to make best use of the time I am spending in my bedroom

If you are interested in applying for a apprenticeship you can find details of these at [www.lewisham.gov.uk/apprenticeships](http://www.lewisham.gov.uk/apprenticeships)

# Useful Links & Support



## Community Connections Lewisham

For help with: referral to the foodbank, Befriending employment, training. Volunteering and signposting to advice  
Tel : 0330 058 3464 Mon - Fri between 9.30am - 4pm

## Lewisham Local

[www.lewishamlocal.com/request-support/](http://www.lewishamlocal.com/request-support/)

## Coronavirus support for clinically extremely vulnerable people

<https://www.gov.uk/coronavirus-shielding-support>

If you have any concerns about someone's coronavirus symptoms, contact **NHS 111** to speak to a health professional. If you have a health emergency call **999**

## Covid 19 Phone and internet scams National trading Standards

have published a list of the most common coronavirus scams and is warning people to be vigilant  
[www.nationaltradingstandards.uk/news/beware-of-covid19-scams](http://www.nationaltradingstandards.uk/news/beware-of-covid19-scams)

## Food Banks

If you cannot afford food, you will need to be referred through an organisation you are linked with (e.g. jobcentre, school, charity), and Lewisham Local will deliver a free food parcel to you. If you are not linked to an organisation, You should call

## Citizens Advice Lewisham

Tel: 0800 231 5453 and they will assess your situation. Contact Lewisham Local to find a food bank close to you. [www.lewishamlocal.com/request-support/](http://www.lewishamlocal.com/request-support/)  
Tel: Call 03330 150378

## St Peters Social Supermarket

Brockley Tel: 07404 136 249  
[www.stpetersbrockley.org.uk/foodbank](http://www.stpetersbrockley.org.uk/foodbank)

## Café on the Hill Food Bank

Telegraph Hill  
Tel: 07462 574 516

## DOMESTIC ABUSE

Refuge - National Domestic Abuse 24 hour Helpline

## [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

Can direct you to support services in your local area. T: 0800 2000 247

## Mankind - Confidential Help

Call: 01823 334244  
[www.mankind.org.uk](http://www.mankind.org.uk)  
Male Victims of Domestic Abuse

## Men's Advice Line

Call: 0808 8010327  
[www.mensadvice.org.uk/contact-us/](http://www.mensadvice.org.uk/contact-us/)

## STAYING ACTIVE

### One You

[www.nhs.uk/oneyou/for-your-body](http://www.nhs.uk/oneyou/for-your-body)  
Ten minute work outs you can do at home and a wealth of health information

## Sport England

[www.sportengland.org/stayinworkout](http://www.sportengland.org/stayinworkout)  
Links to online workouts and apps for all ages and abilities

## Get Active

[www.getactive.io/resources](http://www.getactive.io/resources)  
Online exercises workouts, including for older people and those living with a health condition.

## WELL BEING

### South London and Maudsley NHS Trust

[www.slam.nhs.uk/crisis](http://www.slam.nhs.uk/crisis)  
24-hour mental health crisis line  
TEL : 0800 731 2864 (Option 1)

## Alzheimer's Society & Dementia UK

Mon-Wed 9am to 8pm, Thurs to Fri 9am to 5pm, Sat to Sun 10am to 4pm  
T: 0333 150 3456

## Mind Support Line

[www.mind.org.uk](http://www.mind.org.uk)  
T: 0300 123 3393 or Text 86463

## Childline

Comforts, advises and protects children 24hr free confidential counselling.  
Phone 0800 1111 (24 hours) Chat 1-2-1 with a counsellor online

## The Mix

Information, support and listening for people under 25.  
Phone 0808 808 4994 (24 hours)

## Your Neighbourhood

UK church, Government and NHS response to the Covid-19 support line: 0300 323 9952  
Email: [help@yourneighbour.org](mailto:help@yourneighbour.org)  
[www.yourneighbour.org](http://www.yourneighbour.org)

## NHS Talking Therapy Service

[https://www.nhs.uk/conditions/stress-anxiety-depression/free-](https://www.nhs.uk/conditions/stress-anxiety-depression/free-therapy-or-counselling/)

## [therapy-or-counselling/](http://www.nhs.uk/conditions/stress-anxiety-depression/free-therapy-or-counselling/)

For those with mild to moderate anxiety, depression or trauma

## ADVICE AND BENEFITS

### Lewisham advice line

Tel: 0800 231 5453

## National Debt Advice

National Debt Advice  
Tel: 0808 808 4000  
[www.nationaldebttline.org](http://www.nationaldebttline.org)

## Online benefit entitlement calculators

[www.entitledto.co.uk](http://www.entitledto.co.uk)

## Universal Credit and how to apply

[www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)

## Step Change - Free debt advice

[www.stepchange.org/debt-info/emergency-funding.aspx](http://www.stepchange.org/debt-info/emergency-funding.aspx)

## Shelter - Cash in a crisis

help and support with essentials if you've had a sudden drop in income.  
[england.shelter.org.uk/housing\\_advice/money\\_problems\\_and\\_energy\\_costs/cash\\_in\\_a\\_crisis](http://england.shelter.org.uk/housing_advice/money_problems_and_energy_costs/cash_in_a_crisis)

## The London Business Hub

[www.growthhub.london/getsupport](http://www.growthhub.london/getsupport)



## Samaritans: 24-hour support

for anyone in a mental health crisis or struggling to cope  
Email: [jo@samaritans.org](mailto:jo@samaritans.org)  
Phone 116 123 (24 hours)  
0330 094 5717 - local call charges apply.

## Athena Refuge

Run by Refuge

Working in Lewisham to end gender-based violence

## Athena Refuge

Working in Lewisham to end gender-based violence  
24 hour domestic abuse helpline:  
0808 2000 247

# Yarn Tales – Free 7 week online Crochet , craft and Chat

Yarn Tales – Free 7 week on line Crochet , craft and Chat

Fancy trying your hand at crafting during the lock down? Lewisham Yarn Tales offer Free

on line crafting classes for all abilities hosted by experienced tutors. Why not have a go at

knitting , crochet, or maybe try your hand at the relaxing art of mindfulness stitching!

This is a fun way to chill and meet new people in the comfort of your own home.



Unleash your inner crafter and let the fun begin.

To participate, all you need is a ball of wool and knitting needles or crochet hook.

email us at [CraftAlondon@gmail.com](mailto:CraftAlondon@gmail.com)

You will be given a zoom link to join the session.

Zoom is very easy and our experienced team can walk you through if you have any difficulties.

Dates: Tuesday 10 November for 7 weeks

you can come in or drop in when it suits you between 10.30 am - 12.00 pm



Zoom Meetings is using the webcam



Norma

# New social supermarket boosts spirits of folks across Brockley

On Wickham Road, in the heart of Brockley there is a stir on Wednesday afternoons – a new “supermarket” has opened – with a difference. It does not make a profit or try to sell you BOGOFs (Buy 1 Get 1 Free) - instead, the members are welcomed and offered a range of fresh and tinned food, toiletries and other essentials. The service has also been adding new “strings” to their bow, like weekly food demonstrations – what to do with a can of chickpeas? Make falafel using a handful of cheap ingredients! Or try a chickpea curry – members are able to watch a demo, taste a portion and take away a bag with all the ingredients to make at home.

Fontella, a member of the Social Supermarket, said: “It was very good seeing the cookery class because I normally don’t pick up the chickpeas. Now I know that you can make a nice dish with it. So what you do, you just make it the size of a meatball, then you add all your different spices and you eat it with bread and salad. It tasted nice.”

**Anne Whyte, who leads St Peter’s Love Brockley initiative, is keen that the project allows anyone living in or around Brockley who’s suffering financial hardship to come and collect around £30.00 worth of food for a membership fee of £3.00. For those too unwell to collect, it can be delivered.** “We’ve been really overwhelmed by the support here in Brockley. We’ve had people from every part of the community volunteer to deliver food parcels and donate food, as well as getting the Supermarket ready and staffed from Monday through to Wednesday afternoons. This wouldn’t be happening without everyone’s involvement so we are really thankful!”

Love Brockley is the name for St Peter’s community pastoral care projects. This includes:

- The Social Supermarket, offering food to those in need every Wednesday afternoon;
- a job club to help people looking for employment;
- a programme to support families in the church

thinking about becoming foster carers, linked with Home for Good;

- a new initiative called Growing Hope which offers free therapy to 0-18s struggling with everyday life.



Teresa, a volunteer at St Peter’s, comes on Tuesdays and Wednesdays. “I was walking down the road one day and someone from the church asked if I wanted prayer because I walk with a stick – then we got talking. If it wasn’t for this place, I don’t think I’d be here now. I had been “self-isolating” for more than a year now so Covid hasn’t affected me – I just realised that I hadn’t got the friends that I thought I had. But now I have lots. Some mornings, I have to make myself come in – it is hard sometimes but having people around that are nice makes a difference and I love to help out and put a smile on someone’s face. I get food for me and some for my neighbour, he looks after me as well. I’m a very quiet person. I had got so used to being on my own, I couldn’t really interact with people for a while. The

cookery demonstration has been tremendous, the amount of people who now know what to do with chickpeas!"

Some members have food delivered and one, G\* from Brockley, says that the hardest thing to deal with has been the financial worry: "I'm sole carer for two very young children and an older child with a disability. It can make me feel really bad that I can't support my children and the food scheme has really helped us. When I was unable to pick up because we were unwell, I was surprised both times by a lovely man appearing at the door, insisting that it was no trouble to deliver. The generosity and kindness has blown me away, helped me feel less stressed and do a better job of looking after them all. One of my children has food intolerances and we always receive things that are helpful. This week we loved the eggs, flour (used this weekend for the cake my eldest made and all of them decorated as you can see in the photo), sourdough bread, sweet potatoes and beetroot. I just want to say thank you. This helps me keep going."



Marian - a Brockley resident for over 30 years - came to St Peter's on the advice of neighbours. "I got here feeling really low - I broke down. Two ladies prayed for me. I can't say enough good about this place. I sat down, had a cup of tea. My neighbours checked up on me that evening. It wasn't about the food, it was about the company. I come every Tuesday now to support the cause - I

sleep very well because it is quite physically tiring. I have signed up for a couple of courses run by the church. I knit, I sew, I garden - but I ran out of things to do. I live on my own. But I come here and I feel that I've had a very constructive day. I have got my little bit of shopping, now I'm going to go home and sit in my garden!"

We hope that these positive stories coming out of a crisis show our wonderful community pulling together and working to help one another, feeding folks and showing them how to make more of their food with easy cooking tips and ideas.

Anne McBride - volunteer



For more information about the St Peter's Social Supermarket, go to the website at the link below or call 07405 136249 to request a food bundle.

To donate fresh or non-perishable food items, please come to the south entrance of the church building (Cranfield Road side) between 12.30 and 4.30 pm on Tuesdays. Address: St. Peter's Church Wickham Road SE4 1LT. Website: <https://www.stpetersbrockley.org.uk/foodbank>

For more information about cookery demonstrations, go to <https://gcda.coop/lewisham-cookery-club/> or email [georgia@gcda.org.uk](mailto:georgia@gcda.org.uk)

Article and Photos provided by Anne Whyte.

# Wellbeing Webinars for All

[www.slamrecoverycollege.co.uk/news](http://www.slamrecoverycollege.co.uk/news)

## South London and Maudsley

NHS Foundation Trust, also known as SLaM, specialises in mental health.



The SLaM recovery college understand how difficult a time this is for everybody, and particularly for people who experience long term health conditions.

The college has developed some online content, including vlogs, webinars and e-learning available to everyone, free of charge. You don't need to be a SLaM Recovery College student or have any connection at all to South London and Maudsley NHS Foundation Trust to access the content.

Every week, on a Friday, they publish a list of what's on offer for the following week.

You can also check their Webinar Rewinds page for details of courses already delivered on-line that are available to watch as videos at a later date - so you do not need to miss anything.

Some examples of Slam College webinars and learning include

### Free Daily Mindfulness

(you can attend as many or as few as you'd like):

**Mon – Friday Mindfulness (10:30am-11:15am)**

**You can also learn about**

### Understanding Anxiety

It is a natural feeling and can be useful, as it warns us when we need to take action, when we may be in danger or can even help us to perform better.

### Understanding what Depression is

What its causes are, what can get in the way of recovery from depression, what professional support is available and how we can help ourselves and support others.

### Understanding and Managing the Impact of Isolation on Mental Health

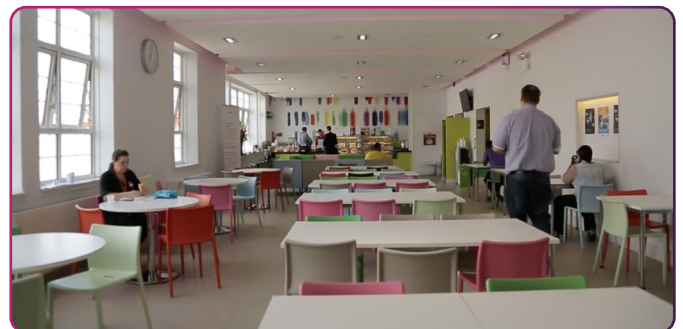
ways to cope with isolation and loneliness during the pandemic.

### Making Changes

explore, embrace and prepare for the challenges involved when embarking on a change of lifestyle. This may include reducing alcohol consumption, embarking on an exercise programme or a healthy eating plan.

### Recovering Our Purpose

work together to recover our purpose, navigate and reinvigorate our lives.



To enroll on a course go to:

<https://www.slamrecoverycollege.co.uk/covid-19-resources.htm>

# Free Covid Testing in Lewisham

If you, or anyone you know, develops symptoms of COVID-19 you should..

**book a test online via [www.nhs.uk](http://www.nhs.uk) or call 119.**

## When to ask for a test

If you have COVID-19 symptoms, you should book a test immediately.

You need to take the test in the first five days of having symptoms.

Often you will get the option to have a test kit delivered to your door, which is a straightforward way to get tested without leaving your home. In Lewisham, there is a mobile testing site in Catford where you can drive or walk to have a test and this option may be open to you when you book a test.

There is an additional local testing centre in Deptford open seven days a week, 8am-8pm, that will accept walk-ins if you do not have access to transport.

Remember to wear a face covering when attending a testing centre.

## Testing in Lewisham

If you need a test in Lewisham, you need to book an appointment to visit the testing unit or order a home testing kit.

**The mobile testing unit is available every three days at Lewisham Lorry Parks, Catford, London, SE6 2TX (adjacent to Laurence House) open at 10.00. Please wear a face covering when you visit a testing site.**

**The local testing is available 7 days a week from 8am-8pm at Vanguard car park in Deptford,** offering appointments to people without cars who can safely travel on foot, without coming into contact with others.

Please book a test before arrival & wear a face covering when you visit a testing site.



## NHS COVID-19 APP FEATURES

Helping us all to keep safe by reducing the spread of Covid-19

Protect your loved ones.

Download the app.





## Building Communities and Improving Wellbeing across Lewisham.

[www.lewishamconnections.org](http://www.lewishamconnections.org)

### New Help and support Service

Community Connections Lewisham is a new service built by the partners who have been an integral part of the COVID-19 response hub in Lewisham. The partners, Lewisham Local, Voluntary Services Lewisham and Age Southwark & Lewisham working closely with Lewisham Foodbank They listened to what Lewisham residents needed in these difficult times with recession approaching, and developed a joint response via the new organisations Community Connections.

[www.lewisham.foodbank.org.uk/covid-19](http://www.lewisham.foodbank.org.uk/covid-19)

Community Connections Lewisham can be contacted on **Tel : 0330 058 3464** from Mon - Fri between 9.30am - 4pm for help with:

- Staying active, e.g. seated exercise classes, group walk, online yoga class etc

- referral to the foodbank, help accessing supermarket deliveries, volunteer shoppers, etc.
- Befriending
- Practical help with small one-off tasks such as shopping, gardening or changing a light bulb
- Finding employment, training and learning (including computers)
- Volunteering with local projects
- Socialising and meeting people locally, for example in music groups, coffee mornings, gardening sessions etc.

The Service also includes a free phone advice line run by Advice Lewisham offering information advice & guidance, and signpost to support for individuals and families going through financially challenging times.

Lewisham Foodbank will also continue to provide emergency support to residents who find themselves in financial crisis and unable to afford food



## Advice Lewisham



[www.advicelewisham.org.uk/](http://www.advicelewisham.org.uk/)

Advice Lewisham is a partner in community connections. you can contact them for information and advice about bills, work, renting or for family matters call on **0800 231 5453**

- Multi-Lingual support
- Specialist Debt advice
- Specialist Debt advice
- Specialist Immigration advice
- Applying for Benefits or food vouchers
- Housing or Employment issues
- Specialist Immigration advice

opening hours are :

Monday to Friday 9.30am - 12.30pm and 1.30pm - 4pm



# Access Free NHS Psychological Therapies Services.

Improving Access to Psychological Therapies Services is the free and confidential NHS service provided by the South London and Maudsley NHS Foundation Trust as part of the national Improving Access to Psychological Therapies programme.

The IAPTS team offer a range of short-term psychological therapies to adults 18 years and



over, who are registered with a Lewisham GP.

The aim is to help improve the mental well-being of people experiencing difficulties such as:

- Depression
- Sleep problems
- Phobias
- Excessive worrying or anxiety
- Obsessive compulsive disorder
- Low mood due to a long term health condition for example diabetes or fatigue
- Experience of a traumatic event
- Feeling down due to unemployment or difficulties at work
- Feeling down due to relationship problems or life changes
- Loss and grief
- Panic attacks
- Stress
- Low self-esteem

IAPTS are available at many GP surgeries and other clinics around Lewisham.

Appointment times and locations are subject to service availability and not all treatment options are available at each location. If a service isn't right for you, they will suggest alternatives and

put you in touch with the most suitable support in your area.

Other local service that may be able to offer support include with mental ill health include:

- Lewisham Mind
- Listening Service
- The Samaritans Lewisham Branch
- Drug and Alcohol
- New Direction Lewisham
- Older People
- Age UK

## Accessing the Service

### GP Referral

If you think you may need some psychological support you can visit your GP and ask them about the options available. We accept referrals from GP's in the borough of Lewisham.

### Self Referral Form

If you would prefer to self refer you can:

- The online self referral form
- or email **slm-tr.IAPTLeisham@nhs.net** to request a self-referral form

<https://gateway.mayden.co.uk/referral-v2/ec44a5ce-1e46-465a-ad50-e9943d78d02d>



## New Digital inclusion project seeking equipment donations

The impact of people staying at home due to Government Guidelines on Covid 19 has resulted in more and more of what we used to do face to face being delivered on line. Unfortunately there are still many in the community unable to fully engage in this way.

Catbytes are a new volunteer lead Digital Inclusion project supporting vulnerable residents based in Lewisham to access Free computers and broadband alongside dedicated 1 - 1 training and support to help build the skills & confidence to use these.

Founded by and Pinnacle resident Damian working with a team of volunteers Catbytes project take donations of devices such as laptops, desktop computers, tablets and smartphone, and make them available (free of charge) to

People who are isolated and need a way of communicating with the outside world

Families with children who need a laptop or desktop to do their homework

Their work helping more residents to get on line is also helping to reduce feelings of isolation and loneliness during these difficult times

There has been an overwhelming response to their project, and they are now currently seeking further support to help meet the level of need that has been highlighted in the community.

“the project is doing really well . However it is volunteer lead and currently demand is very high . We are seeking support of donations of equipment and also volunteer who would like to be volunteer Buddies to help support people to learn how to use their devices .

**Do you have a computer, laptop, tablet , smartphone or other digital equipment that you would like to donate to assist vulnerable residents to get online?**

We are particularly looking for donations of laptops and tablets. However, other digital donations are welcome.

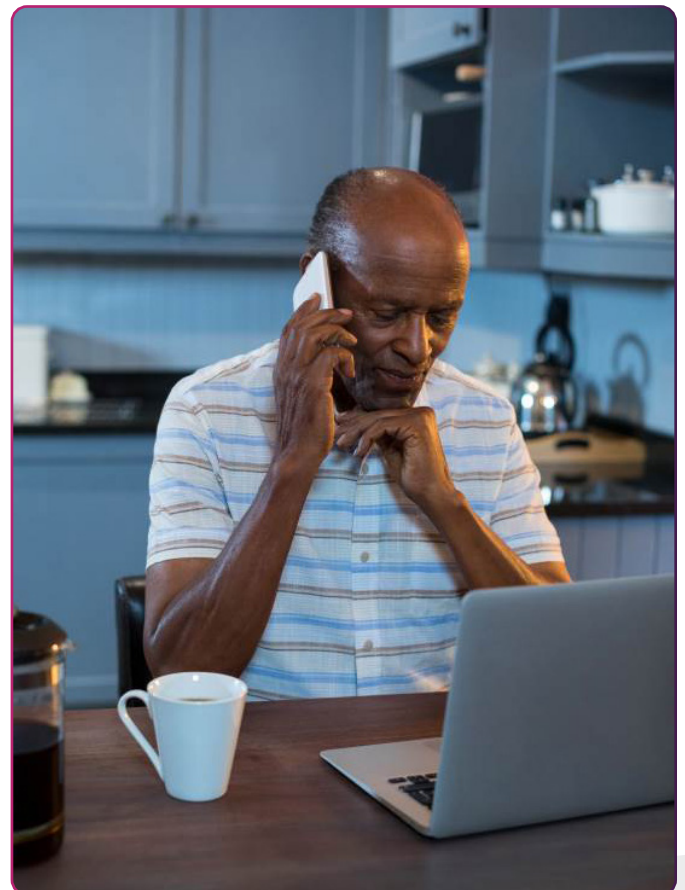
In order to donate devices or apply to be a buddy, please email [damian@catbytes.community](mailto:damian@catbytes.community), or call 07939288079. All equipment will be securely wiped of any data prior to use by the project.

To find out more about the project contact

<https://catbytes.community/> **The Lewisham Device Library**

<https://www.lewisham-device-library.org/>

The project is funded by a range of local organisations, including Lewisham Homes, Lewisham Local, Lewisham Tenant’s Fund and Beyond the Bank, a local community organisation, and Lewisham residents who give donations.



# gcda<sup>®</sup> Free Training and Enterprise support

**Would you like to start your own business?,  
Learn new culinary skills?  
Develop a food project?  
or progress your existing business?**

Expert trainers with industry experience and expertise are on hand to support you through your journey.

Greenwich Co operative Development Agency offer interactive, information and fun courses with practical hands-on activities, to help you to develop the skills needed to succeed.

To book, or for more info please contact us on **training@gcda.org.uk, call 0208 4694895**

<b>FREE COURSES</b>	<b>Dates &amp; Times</b> (Please note there are no sessions during the school holidays)
Business Start-up training Essential training for anyone to open their own business	Wed, 20th January 2021; 10am – 1pm
Financial Management for Business This course is specifically aimed at new business start-ups to build skills and confidence in financial management.	Wed, 20th January 2021; 10am – 1pm
Web Design for Businesses A course aimed at start-up businesses wanting to set up their own website, build your own website from scratch.	Thurs, 21st January 2021; 10am – 2pm
Effective Internet Use Learn how to use the internet to conduct effective research into your business.	Thurs, 21st January 2021; 10am – 2pm
Culinary Skills This course covers gluten & dairy free meals, plant-based menus and reduced sugar options.	Tues, 19th January 2021; 10am – 4pm
Healthy Eating & Running a Cookery club For those whose focus is health and wellbeing in the community.	Starts in January 2021 and runs half day weekly for 12 weeks. Dates to be confirmed
<b>FOOD HYGIENE CERTIFICATE ONLINE</b> A couple of online courses that are relatively inexpensive and accredited <ul style="list-style-type: none"> <li>• Safer Food Handler, Food Hygiene Certificate Level 2 (£12) Accredited. Training, test and certificate all online</li> <li>• City and Guilds Food Hygiene Certificate Level 2 (£15)</li> </ul> And good source of Online food guidance (business) and food safety information, including allergen training and food labelling go to Food standards Agency	

For further information on Tailored course, please contact **livia@gcda.org.uk**



# Contact Us

---

Our Number has changed, Please use the below phone number to reach us.

**Telephone:** 0204 518 1447

**Regenter Brockley Housing Office**  
111 Endwell Road, Brockley, London, SE4 2PE

**Office hours:** 9.00am to 5.00pm, Monday to Friday

**Telephone:** 0204 518 1447

**Email:** [brockley.customerservice@pinnaclegroup.co.uk](mailto:brockley.customerservice@pinnaclegroup.co.uk)

**Website:** [www.pinnaclebrockley.co.uk](http://www.pinnaclebrockley.co.uk)