



Women's
Pioneer Housing
Est 1920

Pioneer Press

The newsletter for residents of
Women's Pioneer Housing

Here to Hear

We held our first "Here to Hear" during October where all 37 members of staff at Women's Pioneer spent the week visiting you. So first, a huge thank you.

Many of you gave up your time, genuinely pleased to see different staff coming out solely for the purpose of meeting you. We held conversations with you on the doorstep which allowed us to really get to know your building and see this for ourselves. We also spent time in some of your homes. You were welcoming, hospitable, and receptive to what we were trying to achieve showing us things we otherwise would have to sense if we discussed matters over the phone.

Our visits were across our entire property portfolio in London bearing west from Harrow and West Drayton, across the river to Putney and Kingston and of course in all of the boroughs in west and north London. We had an ambitious goal to see as many of you as possible and the nature of the event meant we would not have been able to provide and guarantee an appointment time we could realistically achieve. If you were out or too busy to see us when we called, we aim to hold another event to see many more of you who couldn't see us in October.

Overwhelmingly, your responses to our visits were positive and we need to build on this.

What:



We visited and spoke to just over **200** people



We came away with **166** queries.



Anti-social behaviour and neighbour disputes was reported by **35** people



27 people requested information for different support needs



Of these **18** were requests for financial support advice with our Financial Inclusion Officer Angela



Issues about the upkeep of your home was reported to us by **86** people

You also told us what you liked and many of you enjoy this newsletter. There are matters not directly related to your tenancy you would like us to support you with e.g. providing workshops on using smartphones or on subjects that may help you maintaining your tenancy.

Why?

We want to make sure there are no residents in our homes who do not know how to contact us. There are also lots of changes in housing and at Women's Pioneer. This was an opportunity for you to meet some new (and not so new) people and for us to see and get to know you.

We know that some of you feel you don't hear from us enough. We're determined to change that and improve our engagement with you. When we have conducted independent satisfaction surveys to collect data on your opinions of,

and attitudes towards Women's Pioneer and its services as your landlord, we use the information you share to measure levels of satisfaction. Comments you have shared outlining dissatisfaction are primarily around our failure to communicate and inform, that is, not knowing who we are, or what we are doing, when we will do it or why we do or don't do certain things. We need to improve this; we need to get to know and understand you better and achieve excellence.

How?

Our ambitions are achievable, and we have a number of individual projects to support these aims. Here to Hear was the first of them and those of you who we did meet received leaflets explaining our Resident Engagement Strategy and opportunities for you to become involved.

Here to Hear continued...

We also use satisfaction surveys to review areas of most dissatisfaction to understand where we need to focus our areas for improvement.

We want to work with you to co-create plans to understand your priorities and ensure we deliver on the areas most important to you. There will be different ways for you to get involved and influence our services.

When?

We have a lot of new information from you having met you at Here to Hear. We now need to organise, work through this and deliver. Some of this is already in progress such as repairs we have an obligation to fix, others require detailed planning to systematically order, and understand what resources are required so we can realistically set out how best to achieve this.

This may take some time, but we want to make sure we do this right first time.

What next.....

We really want you to get involved. For more information on our Resident Engagement Strategy contact customerservices@womenspioneer.co.uk

Tenancy visit and audits

Your housing officer will visit you at your home from time to time to check that everything is alright. We call this a tenancy audit.

What is a Tenancy Audit?

A Tenancy Audit is a survey which involves a Housing Officer visiting you in your home to complete a short questionnaire, and take down some details about you and your household.

Your Housing Officer will ask a range of questions and carry out a brief inspection inside and outside your property and may make notes/take photos. These surveys are important as they help us to check that we are providing the right kind of services to you and to ensure that the details we hold about you and your family are up to date and accurate.

Why do we conduct Tenancy Audits?

We're carrying out a programme of audits across all of our homes and our aim is to visit all our tenants at least once every year. Audits are usually carried out by your housing officer, this provides

an opportunity for you to get to know them and for them to be familiar with you, your building and your neighbourhood.

We appreciate that the vast majority of WPH tenancies are held and conducted in compliance with the tenancy agreement however, audits are necessary to ensure authorised occupation, the proper management of properties and the wellbeing of households in our buildings. Audits aim to ensure your contact details and next of kin are up to date as well as all household member details. They also help to identify concerns around property condition and make necessary repair referrals.

During the audit your housing officer will evaluate any wellbeing and unmet support needs such as disabled adaptations. Where appropriate, they will promote fire safety advice and conduct Person Centred Fire Risk Assessments to support the development of Personalised Emergency Evacuation Plans (PEEP). If you need financial support, where

appropriate, they will investigate circumstances behind arrears and offer support services.

How do we arrange your Tenancy Audit?

Your Housing Officer will contact you by letter to arrange a mutually convenient appointment. During your tenancy audit you may be asked to provide some form of photo ID. This is because of our commitment to prevent sub-letting and tenancy fraud.

Please do not let anyone into your home unless they present you with valid identification. All WPH carry formal ID badges.

If you have any queries with regards to the identity of any WPH officer, you can contact our Customer Service Team by phoning 0208 749 7112.

Our housing officers are:

- Maureen Anderson
- Diksha Kahlon
- Eadaoin Murphy-Vincent
- Rachel Yohannes

The new Brook House scheme wins award for Affordable Housing at 2024 Planning Awards

The Planning Awards, held on June 13 at IET London, Savoy Place, celebrated its eleventh year of honouring excellence in planning and placemaking.

Among the notable winners, Sphere25 and GRID Architects who designed the new Brook House scheme for Women's Pioneer Housing, received the prestigious Award for Planning for Affordable Housing. This award recognises the most impactful efforts in increasing the provision of affordable housing, crucial for enhancing community well-being and environmental quality.

The collaborative project by Sphere25, GRID Architects, and Women's Pioneer Housing stood out for its exceptional contribution to affordable housing, and significantly improving access

to below-market-cost homes. The innovative approach and dedication to address housing affordability has set a benchmark in the industry.

The Planning Awards highlight excellence across various planning disciplines, including heritage conservation, urban design, economic development, and environmental consultancy. By celebrating such achievements, the awards aim to inspire continued innovation and commitment to sustainable and inclusive development.

We want to thank Sphere25 and GRID Architects for partnering with us and for their outstanding work and well-deserved recognition at the 2024 Planning Awards. This success underscores the importance of collaboration

and innovative planning in tackling housing challenges and improving community living standards and realises our influence in the housing sector.

For more information about the Planning Awards and other category winners, visit the Planning Awards website.



Resident Board Members

Women's Pioneer Housing has an extraordinary legacy, we were founded in 1920 by women and men who understood the link between providing women with good quality affordable accommodation and the wider fight for women's equality. We remain true to this mission today.

We have a strong management team and in Tracey Downie, our chief executive, we have an inspirational leader who has infused energy into our organisation and inspired people to embrace change. Our Board is incredibly committed and the experience of residents contributing to collective, strategic decisions is crucial.

As Board Members we support and contribute to this in what is an exciting period of growth for the organisation. Women's Pioneer has two resident Board members and is looking for a third. Your professional or work experience could be drawn from any field or sector, what matters is your ability to demonstrate confident leadership, contribute

from the residents' perspective and support the Boards' aims. We are Leyla and Maryam, residents since 2001 and 2014 respectively and WPH Board members since 2022. If you would like to know more about being on the Board please contact Alison Roberts WPH Corporate Governance Manager who will put you in touch with us.



Leyla Rahman



Maryam Antonini Soumaré

Our Four C's for Gas Safety: Commitment, Cooperation, Compliance and Certification

Commitment - What we must do.

A Landlord Gas Safety Certificate for domestic property (also known as CP12 certificates) is a record of the safety of gas appliances in your property and is required by law. WPH is committed to ensuring the safety in your flat with a valid gas safety certificate. Landlord Gas Safety Certificates are valid for a period of 12 months and must be renewed.

Cooperation - What happens next?

Re-Gen (M&E Services) Ltd is the designated certified gas contractor that will be carrying out the gas safety inspection in your home. They will be given your contact details so they can liaise with you directly on the date scheduled for the inspection.

As this is a necessary requirement that we must fulfil, you will need to provide access to your flat for the inspection to be carried out. You will be given contact details to arrange an alternative date if the date provided for the inspection is not convenient for you. Your cooperation in this matter is greatly appreciated.

Compliance - No Access Process

Re-Gen (M&E Services) Ltd is the designated certified gas contractor that will be carrying out the gas safety inspection in your home. They will be given your contact details so they can liaise with you directly on the date scheduled for the inspection.

As this is a necessary requirement that we must fulfil, you will need to provide access to your flat for the inspection to be carried out. You will be given contact details to arrange an alternative date if the date provided for the inspection is not convenient for you. Your cooperation in this matter is greatly appreciated.

Certification - Landlord Gas Safety Certificate (CP12)

When Re-Gen's gas safety engineer has access to your flat, they will inspect all your gas appliances for safety. This can take around 2 hours maximum. The engineer will wear an ID badge to identify themselves with the company expected to visit your home to complete the inspection, and you can request that they show this to you. You should not allow anyone into your home if they cannot formally identify themselves. The engineer is expected to be courteous and respectful, and clear up any mess they make whilst doing their job. Please let us know if this does not happen. When your flat has been inspected and passes its safety checks, Re-Gen will issue a gas safety certificate that will remain valid for 12 months.

Fire Safety – What to do when there is a fire

Immediate Simultaneous Evacuation

The current fire safety legislation for properties in the UK directs WPH to comply with one of two fire evacuation strategies: Stay Put, or Immediate Simultaneous Evacuation. Most WPH homes are converted dwellings and town houses built prior to modern building regulations, making them more vulnerable to a fire spreading quickly. For this reason, the safest evacuation procedure for most of our buildings is an immediate simultaneous evacuation.

An immediate simultaneous evacuation is a procedure to follow after a fire is discovered or detected, where all occupants of the property must leave at once and immediately when they hear an alarm.

If a fire alarm goes off in your building, you must leave the building until it is deemed safe by the London Fire Brigade to re-enter.

What to do if you hear the fire alarm

1. Evacuate the building by the shortest available exit route and through the final doors to a point of safety away from the building.
2. Do not stop to collect any belongings or delay your evacuation.
3. When outside the building, dial 999 and ask for the London Fire Brigade.
4. When the LFB arrive, meet them and tell them where the fire is.



Please ensure that you do not re-enter the building until you have been told it is safe to do so.

What to do in the event of a fire or fire alarm activated in your home

1. Ensure all occupants in your home evacuate to the common stair or corridor
2. Close all doors within your flat if it is safe to do so and does not delay your evacuation
3. Ensure your flat entrance door is closed behind you.
4. Without delay travel to a point of safety outside and away from the building
5. Dial 999 for the London Fire Brigade.
6. When the LFB arrive, meet them and tell them where the fire is.

Please ensure that you do not re-enter the building until you have been told it is safe to do so.

To complement the Immediate Simultaneous Evacuation Strategy, we are continuing to complete fire safety works and improve procedures.

This includes:

- Installation of common fire and smoke detection linked to an automatic alarm system.
- Communal fire door checks and inspections.
- Flat entrance door checks and inspections.
- Regular fire alarm testing.
- Person-Centred Fire Risk Assessments (PCFRA).
- Resident liaison information and meetings.

If for any reason you are unable to follow the Immediate Simultaneous Evacuation fire procedure, please email us at this address: customerservices@womenspioneer.co.uk

If you require a Personal Evacuation Emergency Plan (PEEP), please contact customer services as soon as possible.

Safeguarding Matters - Protecting dignity, ensuring safety

Women's Pioneer is committed to ensuring the safety and well-being of our residents. This commitment is known as safeguarding and together we want to support you in understanding what safeguarding means and the process to follow.

Safeguarding means protecting a resident's right to live in safety, free from abuse and neglect. Women's Pioneer must work in partnership with different statutory agencies to ensure the safety and well-being of vulnerable people including local authorities (e.g. Adult Social Care and Children's services), the police, and health services in coordinating safeguarding efforts, investigating concerns and where necessary, through intervention by these agencies appropriate care

There are different types of abuse that can take place against individuals. Some of these include:

- **Domestic Violence or Abuse:** Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between intimate partners or family members
- **Physical Abuse:** causing physical harm such as hitting or restraining.
- **Emotional Abuse:** Causing psychological distress through insults or threats.
- **Sexual Abuse:** Any non-consensual sexual contact or behaviours.
- **Financial Abuse:** Illegally using someone's money or assets.
- **Neglect:** Failing to provide proper care and assistance.

What to do if you are concerned about your neighbour?

If you are worried about your neighbour, you can contact your local authority's safeguarding team to report your concern.

Kensington & Chelsea:
020 7361 3013
socialservices@rbkc.gov.uk

Hammersmith & Fulham:
0800 145 6095
safeguardingadults@lbhf.gov.uk

Camden:
0207 974 4444
adultsocialcare@camden.gov.uk

Westminster:
020 7641 2176
adultsocialcare@westminster.gov.uk

Hillingdon online:
<https://www.hillingdon.gov.uk/Safeguarding-Adults-Referral-Form>

Wandsworth online:
<https://www.wandsworth.gov.uk/health-and-social-care/adult-social-care/adult-social-care-referral/>

You can also contact a member of the Women's Pioneer staff who will ensure that your concern is treated seriously and confidentially and will contact appropriate agencies on your behalf.

You can contact us via email to customerservices@womenspioneer.co.uk or call us on **020 8749 7112**

We will usually carry out a welfare check first so we have a good and accurate information to share with the local authority. If you think your neighbour is in danger e.g. you can hear noises that suggests



physical harm and there is a need for an immediate response, you must contact the emergency services immediately – usually the police by calling 999.

What happens next?

Once a referral has been made to social services, they will carry out an assessment of the resident, this is known as a Needs Assessment. A social worker will visit the resident to do this, the assessment will allow social services to identify the correct care package for the resident. This may take a short time to arrange so that the correct support can be put in place. Sometimes social services will admit someone into short or long term care. We will usually be informed of this. In cases like this your neighbour's flat may remain empty.

Will I be kept informed of the status of concern I raised?

Once your referral has been received by social services, they will take over responsibility for the management of the case. While Women's Pioneer staff can provide you with some updates on the residents' well-being, they cannot discuss specific details of the case with you due to preserve the confidentiality of the other person. This is for good reason and is sometimes to protect them from abuse or harm. If you raised your concern with social services, then you can contact them for more information. However, it is important to understand that they are also bound by confidentiality and maybe not be able to answer all your questions.

Tell us what you think about us

At Women's Pioneer Housing, we value your feedback and use it to shape the way we provide our service to you. We are continuously looking for ways to get for your feedback on different aspects of the service you have received from us and our contractors.

We have been looking at the different ways of getting your feedback, and during September, we asked you to complete a survey as one way of achieving this. There are different ways we may ask you to share your experiences, these include:

- **Text surveys:** You may be sent a text survey after you call WPH and asked about your experience with the person you spoke to



- **Repairs survey:** If you have a repair, you may be visited by a surveyor who will check the quality of the repair, and whether you are happy with it. You will also be asked questions by the surveyor about you experience of the contractor, and how well they provided a service to you
- Every year, we will call some of our residents to ask them about how satisfied they are with our service overall

More information about each of these surveys will be shared over the upcoming weeks. You can also email Women's Pioneer Housing with feedback at any time at feedback@womenspioneer.co.uk

Stock Condition Survey

We are currently in the process of procuring a contractor to carry out a full stock condition survey of all of WPH properties.

What is a stock condition survey?

A stock condition survey is an assessment of WPH properties and provides vital information on the condition of your homes and the building generally including components such as kitchens and bathrooms. We may sometimes refer to this as a "homes condition survey".

Why is a homes condition survey important?

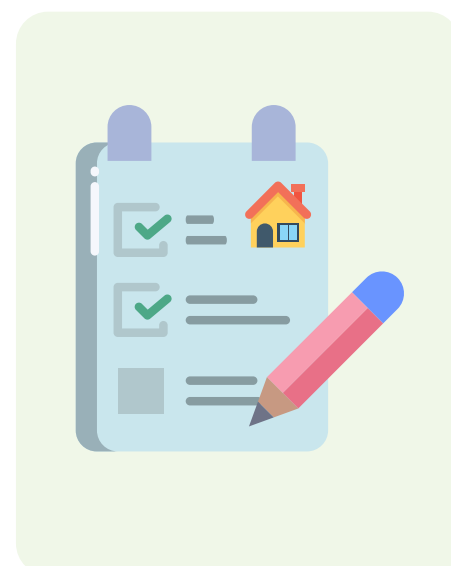
A homes condition survey is important to WPH as it provides vital information on the condition of WPH properties and components. This information

helps with our planning of Planned and Cyclical works to our buildings and supports strategic decisions on how the building can be improved. Planned and Cyclical works are the major works programmes we carry out to maintain the fabric and structure of buildings including internal and external works.

What's next and where do we need your help?

Once the homes condition contractor has been selected, they will be communicating with you to arrange access into your property to carry out the survey. The survey is only as good as the information it provides so your support in providing the appointed contractor with access will be much appreciated.

We will be providing more information and updates on this in the few weeks ahead, however please contact us if you have any queries or concerns.



New starters: We welcomed new staff in between May and October



Nikole Farler – Resident Engagement & Resolution Officer

Nikole is an accomplished administrator with global experience and extensive project management skills. Nikole joined us in June 2024 as part of the customer services team supporting our resident engagement activities and in the resolution of complaints.



Rachel Yohannes – Housing Officer

Rachel has several years' experience in client services managing operations including audit inspections. She also brings tremendous experience in her teaching background and volunteer interests working within the prison system. As a housing officer, Rachel joins the team permanently replacing Phyllis who worked with us temporarily for 3 months.



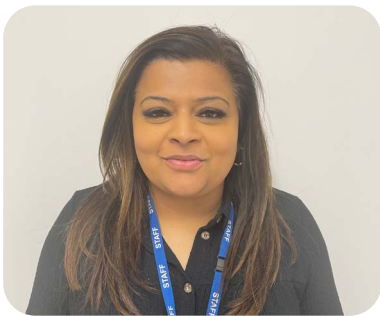
Thomas Pereira – Maintenance Surveyor

Thomas has almost five years of experience in the housing sector starting his career in customer services before turning to property maintenance and surveying. Tom replaces Andrea Franklin who left us in February 2024 and will work closely with Kelvin in our surveying team.



Nathan More – Tenancy Sustainment and Safeguarding Manager

Nathan joined us in March 2024 to support in creating our safeguarding practices. With over thirty years of experience in the social care sector and particular emphasis on learning disabilities, extra care and mental health, Nathan has managed a diverse range of services and has extensive partnership working practise.



Diksha Kahlon – Housing Officer

Diksha has a background as a case/support worker with almost 20 years' experience of providing care and support to vulnerable individuals from a diverse range of backgrounds and within a supported housing environment. Most recently Diksha's practice was with the Women and Girl Network offering crisis advice, direction and case management support within a framework of best practice interventions. Diksha joined us in May filling the vacancy created by Fay leaving the organisation.



Gugu Mahlangu – Data Systems Administrator

Gugu has a background in engineering and as an administrator. Gugu joined us in June 2024 in a newly created role to support the delivery of new IT projects, data management and systems.



Natasha Roberts – Director of Operations

Natasha has many years' experience in the housing sector having worked in local authorities and several housing associations with experience in strategic leadership, housing services, support, and community development. Natasha replaces Jess Page.



Elizabeth Eastgate – Housing Administrator

Elizabeth has a background in communications with strong research skills and has developed media engagement strategies to promote new issues and develop further interest. Elizabeth joined us in October and will be working with our housing colleagues, providing valuable administrative support working with the Director of Operations.



Eadaoin Murphy-Vincent

Many of you will know Eadaoin who returned from 12 months maternity leave in August. We are delighted to have Eadaoin back.

Preventing damp and condensation

The following guide provides information on Damp and Mould and will advise on the causes, how to manage and prevention of Damp and Mould. In many of our homes damp and condensation can become a major problem.



What is condensation?

It is caused when warm, moist air hits a cold surface such as a window or external wall and condenses, running down the cold surface as water droplets. If left this can develop into black mould which looks and smells bad and can cause health problems as well as thousands of pounds worth of damage to clothes, furniture, books, shoes and decorations.

Condensation can be a problem in any property no matter its age. It is often worse in homes that have been modernised as ventilation and the circulation of air is reduced. Controlling ventilation and air circulation around the home is very important in the prevention of condensation because this allows moisture-filled air to escape to the outside, preventing future problems inside your home.

What does condensation do to our home?

Condensation can cause mould to form in your home, lead to staining/damaging wallpaper, wall surfaces, window frames, furniture and clothing. The mould and its spores carry the musty smell that is often associated with a damp house. Black mould can't grow where salt deposits are present (as with rising damp) and is therefore a sign of condensation.

Water vapour is generated in your home in many ways but the main causes are:

- steam from cooking and boiling
- the kettle
- baths and showers
- drying clothes inside
- unsuitable venting of tumble dryers

Did you know?



A single person can add moisture to the air equivalent to 10 to 15 litres of water a week just by breathing.



Drying clothes indoors can add 10 to 15 litres a week.



Showering, cooking, bathing and washing can add 15 to 20 litres a week.

Areas prone to condensation

The following areas are particularly prone to condensation:



Cold surfaces such as mirrors, windows and window frames



Kitchens and bathrooms where a lot of steam is created



External walls, walls of unheated rooms and cold corners of rooms



Wardrobes/cupboards and behind furniture against an external wall and a lack of ventilation



What can I do to reduce condensation in my home?

There are four things to consider when preventing a condensation problem - heating, insulation, ventilation and excess moisture. Condensation in your home occurs when there is too much moisture in the air. You can take steps to reduce the amount of moisture in the air by following some of our top tips.

In the living room



- Open window trickle vents during the day or when going out, or open windows for at least 10 minutes every day
- Hang thick, heavy lined curtains during the winter to help keep the room warm.

In the kitchen



- Close internal doors whilst cooking and open a window
- Use an extractor fan if you have one
- Put lids on pans (this also reduces boiling times and helps save money)
- Only boil as much water as you need in a kettle to reduce steam and save money.

In the bedroom



- Wipe down windows with a window squeegee
- Open window trickle vents during the day or when going out, or open windows for at least 10 minutes every day
- Don't put furniture, including beds, against any external walls and try to leave a gap between the wall and furniture to allow airflow. Don't block airbricks or air vents.
- Hang thick, heavy lined curtains during the winter.

In the bathroom



- Open windows whilst bathing/washing and leave them open for about 20 minutes after, if it is safe to do so
- Use an extractor fan if you have one
- Take shorter and cooler showers. When running a bath put the cold water in first; this results in significantly less condensation. Wipe down windows/ mirrors /tiles/shower doors with a window squeegee and mop up the moisture with an absorbent cloth which can be wrung out in the sink
- Don't leave wet towels lying around.

Decorating



- When wallpapering use a paste containing a fungicide to prevent further mould growth
- Use thermal lining paper under wallpaper when decorating.
- Use mould-resistant paint on areas prone to mould such as ceilings above windows.

Heating



Condensation is most likely to be a problem in homes that are under-heated. Try to keep temperatures in all rooms to above 18°C as this will reduce condensation forming on external walls. Try and keep temperatures between 18-21°C in main living areas whilst indoors.

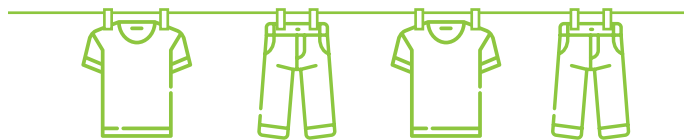
Removing mould

To kill and remove mould wipe down wall and window frames with a fungicidal wash which carries a Health & Safety Executive approved number.



More tips to reduce condensation

- Don't dry clothes on radiators. This will make your boiler work harder to heat your house and cost almost as much as using a tumble dryer, whilst creating a lot of condensation.
- If you have to dry clothing indoors and don't have a tumble dryer, place clothes on a drying rack in a room where a window can be opened slightly and keep the door closed.
- No drying rack? Put your clothes on hangers and hang from a curtain pole above a slightly opened window.
- Dry washing outside whenever possible.



Rising or penetrating damp

Rising or penetrating damp can cause problems in your home although it is less common than condensation.



What is penetrating damp?

Penetrating damp is classed as any water that finds its way inside from the outside.

It can occur at all levels of the building and is usually higher up. Overflowing gutters, missing roof tiles, leaking pipes and downspouts, badly fitting windows/doors and damaged pointing, cladding or flashing or render as well as covered air bricks can all be a source of penetrating damp.

Typical signs of penetrating damp are:

- growing areas of damp on walls or ceilings
- blotchy patches on walls
- wet and crumbly plaster
- signs of spores or mildew
- drips and puddles



What is rising damp?

Rising damp is caused by a failed or 'bridged' damp-proof course. This allows moisture in the ground to rise up through the ground floor walls of your home, sometimes to a height of one metre. You can usually identify rising damp because it is often associated with a tide mark at the edge of the area of damp caused by salt deposits.

What should you do if you have damp & mould?

If you see condensation, damp or mould contact us as soon as possible.

Email: customerservices@womenspioneer.co.uk

Call us on **020 8749 7112**

Report online: <https://womenspioneer.co.uk/report-a-repair/>

Our surveyors will contact you to assess the property and work together with you for resolutions. Once treated, our surveyors will re-inspect to ensure damp and mould has not returned. We will work with you and advise on how damp and mould can be reduced/cleared from your home.

Summer salad

Perfect for BBQs & buffets - Serve it with lamb kebabs for an impressive feast

Ingredients

400g black beans, drained
2 large handfuls baby spinach leaves, roughly chopped
500g heritage tomatoes, chopped into large chunks
½ cucumber, halved lengthways, seeds scooped out and sliced on an angle
1 mango, peeled and chopped into chunks
1 large red onion, halved and finely sliced
6-8 radishes, sliced
2 avocados, peeled and sliced
100g feta, crumbled
handful of herbs (reserved from the dressing)

For the dressing

large bunch mint
small bunch coriander
small bunch basil
1 fat green chilli, deseeded and chopped
1 small garlic clove
100ml extra virgin olive oil or rapeseed oil
2 limes, zested and juiced
2 tbsp white wine vinegar
2 tsp honey



Method

Step 1

Make the dressing by blending all of the ingredients in a food processor (or very finely chop them), saving a few herb leaves for the salad. You can make the dressing up to 24 hrs before serving.

Step 2

Scatter the beans and spinach over a large platter. Arrange the tomatoes, cucumber, mango, onion and radishes on top and gently toss together with your hands. Top the salad with the avocados, feta and herbs, and serve the dressing on the side.

Berry crumble buns

Celebrate the late berry season with an autumnal sweet treat.



Ingredients

120g butter, 70g at room temperature and 50g chilled and cubed
370g plain flour
2 eggs
135g caster sugar
7g dried fast action yeast
100ml milk, lukewarm
250g berries, halved

Method

Step 1

Melt the 70g butter and let it cool. Sift 300g flour into a bowl, add the eggs, 75g sugar and the yeast and mix everything with a spoon. Slowly add the lukewarm milk and cooled butter. Mix until all ingredients are well combined into a very soft, sticky dough. Cover the bowl with a clean cloth and put in a warm place to rise for 40-60 mins until doubled in volume.

Step 2

To make the crumble, combine the remaining flour with the remaining sugar and chilled butter. Rub the butter into the flour until you have a breadcrumb-like texture. Chill.

Step 3

When the dough has risen, divide it into six portions, squashing it down slightly and then shape each into a ball on a floured worksurface – the dough may still be sticky, so dust it with flour and work quickly. Flatten the balls gently with your hand so that they look like buns. Put on a baking tray lined with baking parchment.

Step 4

Divide the berries between the buns, putting them in the centre of each and sprinkle with crumble. Heat the oven to 180C/fan 160C/gas 4. Bake the buns for 25 minutes until puffed and cooked. Cool and then dust with icing sugar, if you like.

Upcoming events with the Royal Borough of Kensington and Chelsea Libraries

There are a host of events and courses delivered by the Kensington & Chelsea borough libraries throughout the summer and into autumn. You can subscribe or follow the borough libraries so you never miss an event! To book you will need to register online via Eventbrite to attend most of the boroughs events and course



Brompton Library is happy to announce a new monthly club - Coffee, Cake and Classics!

Every 3rd Wednesday of the month

Join Brompton Library every 3rd Wednesday of the month for coffee (or tea), some delicious cake and a chat about books. They have chosen some of their favourite classics to discuss, please see below for the list:

- October 2023 - If Beale Street Could Talk by James Baldwin
- November 2023 - The Remains of the Day by Kazuo Ishiguro
- December 2023 - The Christmas Carol by Charles Dickens

<https://www.eventbrite.co.uk/e/coffee-cake-classics-tickets-713662743477?aff=ebsoporgprofile>



Beginners Sewing Course (3-week learning programme)

Friday 1 November - 1pm to 4.30pm,

Friday 8 November - 1pm to 4.30pm,

Friday 15 November - 1pm to 4.30pm.

Chelsea Library King's Road London SW3 5EZ

If you've always wanted to find a way into the world of fashion but have been apprehensive about the cost of tuition, this is the perfect opportunity for you! In this sewing course you will learn the basics of domestic machine sewing.

Over the course of 3 weeks, you'll receive 10-hours of learning with Ray French, who will guide you through various sewing techniques, which will help you gain confidence and skills. You will learn how to thread up a machine, including the bobbin, and discover how to inset an invisible zip using finishing techniques such as the French seam welt pocket and more.

You can sign up to the whole course booking only if you can attend all three sessions. Eligible: Residents of London aged 19+ Priority will be given to RBKC residents.

Register online: <https://www.eventbrite.co.uk/e/beginners-sewing-course-with-ray-french-3-week-learning-programme-tickets-1033645199617?aff=odcleoeventsincollection>

**SEWING
FOR
BEGINNERS**

WITH
RAY FRENCH





North Kensington Knitting Club

Wednesday's 2.00pm to 4.00pm

North Kensington Library 108 Ladbrooke Grove London W11 1PZ

Calling all knitters and crocheters. Do you knit or crochet? Want to make some crafting friends? Bring your current projects and have a chat at North Kensington Library.

<https://www.eventbrite.co.uk/e/north-kensington-knitting-club-tickets-806653541457?aff=ebdsoporgprofile>



Kensington & Chelsea Adult Learning Programmes

Kensington and Chelsea Libraries are offering learning programmes in a variety of subjects - these are completely free of charge to attendees and offer some great learning opportunities. These programmes range from "Energy Detectives" uncovering the secrets to improving home efficiency. Improving your writing skills and Creatives Parents, a five week course learning the value of learning through creative play to support your child's development. Courses are run as either repeating events or short courses running over several weeks. Events are held across borough libraries and most are free.

You can view what's being held online at:

<https://www.eventbrite.co.uk/cc/adult-learning-programmes-2738449>



North End Road SW6 Christmas Market

Saturday 7 December

North End Road's Christmas Market will be back by popular demand and will offer a fantastic family day out for all ages. Live music throughout the day with a full performance programme for all the family. Over 150 stalls selling gifts, crafts, jewellery, home accessories, boutique fashion with street food from around the world, seasonal mulled wine, mince pies and treats, plus fresh produce.



Hammersmith Winter Festival 2024

Saturday 16 November

Lyric Square, King Street, Hammersmith, London W6 0QL

Live music throughout the day with a full performance programme for all the family in Lyric Square and King Street. There is a pop up market with over 100 stalls selling gifts, crafts, jewellery, home accessories, boutique fashion and art. In the seasonal food quarter, there are food stalls with all your festive favourites, plus an outdoor seating area. A Whitney Houston tribute act, Santa, elves, robins and more will be providing entertainment at the festival.

Contact us

Our Office at Angel Walk is open for pre-arranged appointment only, we are happy to make these arrangements with you. Please only arrive if you have a scheduled appointment as we cannot guarantee the person you need to speak to will be available or someone else will be able to help you with your enquiry.

General enquiries - Monday to Friday between 9.30am and 5.30pm

Phone 020 8749 7112

Email customerservices@womenspioneer.co.uk

Feedback

We always welcome your feedback. Please email feedback@womenspioneer.co.uk



Emergency out of hours service

If you need to report an emergency repair when the office is closed, simply call the WPH office number: 020 8749 7112

The call will automatically be diverted to TCL, who will take the details of the repair required and call the relevant contractor.

