

# Westminster PLUS

Information and events for Westminster's older residents

Issue 39 – Spring/Summer 2021

## INSIDE

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### Keeping us safe

Why getting your vaccination protects us all

## PLUS

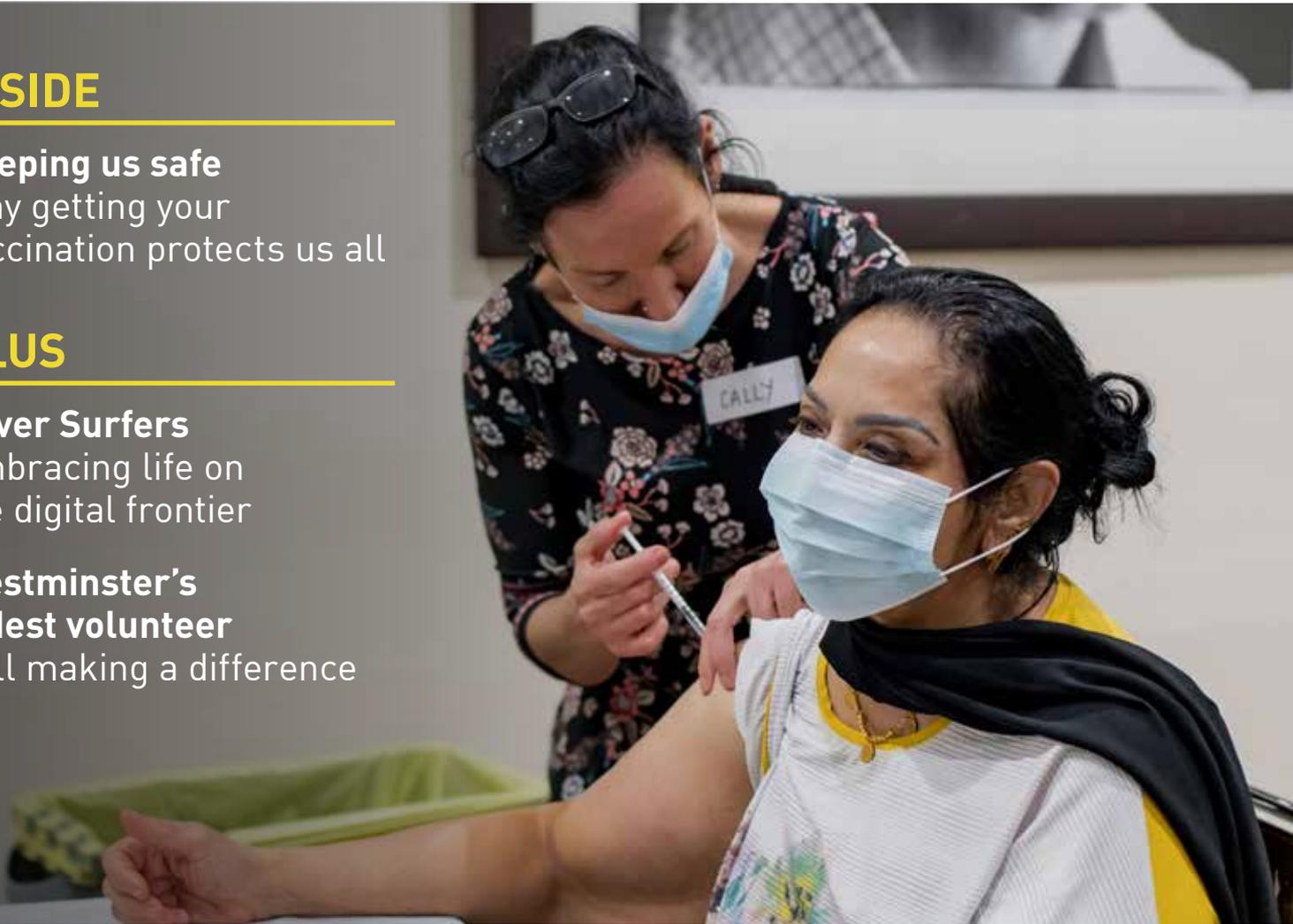
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### Silver Surfers

Embracing life on the digital frontier

### Westminster's oldest volunteer

Still making a difference



City of Westminster

# Welcome

Welcome to the latest edition of Westminster Plus magazine, bringing you news, events and activities from across Westminster

Life during the pandemic has, for many, been marked by periods of isolation and frustration at not being able to enjoy regular contact with loved ones. The COVID vaccines are giving us much needed hope and it is vital you get yours as you can be a danger to yourself and others if you do not take up the vaccine when offered.

Modern technology has given us lifelines to friends and family, as well as providing 'virtual' ways for us to enjoy aspects of Westminster that we would normally embrace in person.

Even so, technology can still feel intimidating. But it needn't be. This edition of Westminster Plus showcases initiatives designed to help you feel more at ease with the digital world.

We want to recruit a panel of 'Connected Care Champions' (see page 15) willing to try out gadgets that enable independent living. Meanwhile, we're encouraging those of you already 'tech savvy' to become a Digital Ambassador (see page 7) and share your skills with others. By working together, we can all enjoy the benefits of Westminster as a 'Smart' City for All.

If you would like help to access our services, you can find lots of information on our website at **westminster.gov.uk/adult-services**. You can also email us at **rsvp@westminster.gov.uk**. But we know that some of our residents are not able to access information online, so you can call us on our adults services line **020 7641 1444**.



**Councillor  
Tim Mitchell**

Cabinet Member  
for Adult Social  
Care and Public  
Health

*Tim Mitchell*

[tmitchell@westminster.gov.uk](mailto:tmitchell@westminster.gov.uk)



**Councillor  
The Lady Flight**

Deputy Cabinet  
Member for Adult  
Social Care and  
Public Health with  
responsibility for  
older people

*Christabel Flight*

[cflight@westminster.gov.uk](mailto:cflight@westminster.gov.uk)

Cabinet Support, City Hall,  
64 Victoria Street,  
SW1E 6QP

**On the cover:**  
Vaccinations  
against  
coronavirus are  
keeping us all  
safe. Make sure  
you've had yours!



## Silver Sunday returns

Mark your calendars as Silver Sunday returns once again this year on Sunday 3 October with what promises to be an exciting programme of events. With the national lockdown easing, this year will see a mixture of real-world and online activities to enjoy and our next edition of Westminster Plus will bring you a full list of events.

Ahead of the day itself, Silver Sunday is teaming up with Care Home Open Week from 28 June to 4 July, connecting care homes with their local communities.

 You can find out more details online at [silversunday.org.uk](https://silversunday.org.uk)



**SILVER SUNDAY**  
CELEBRATING OLDER PEOPLE

SUNDAY 3<sup>rd</sup> OCTOBER 2021



## Access our libraries from anywhere

If you have a digital device, you can now borrow audiobooks and e-magazines by downloading a free app called Libby.

It's available 24/7, you just need your library card and, in a few taps, you can be reading or listening.

 Search for LibbyApp on either the Apple App Store or Google Play, or use it in a web browser at [libbyapp.com](https://libbyapp.com)

## Making our roads greener

We've achieved a major 'green' milestone with the installation of more than 1,000 electric vehicle charging points across Westminster. Not only does this make it easier for us to switch to cleaner forms of transport, it also improves air quality throughout the city.

We've also begun trialling different construction initiatives to make roadworks more sustainable, including

using electric vehicles and machinery, and recycled materials to produce less carbon.

 Read more online at [westminster.gov.uk/climate-emergency](https://westminster.gov.uk/climate-emergency)



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# Staying protected from coronavirus

The COVID-19 vaccine has been proven to be safe and effective at protecting people against coronavirus

Even though shops and services across Westminster have now been reopened, it is still vital that we take precautions to keep ourselves safe – including making sure we have had the available coronavirus vaccines.

One of the simplest ways to get yours is at the walk-in COVID-19 centre at 86 Edgware Road, W2 2EA. It's open Monday to Sunday, from 9am to 7pm and there is no need to book an appointment to turn up. As long as you are in one of the eligible categories and you bring proof of your name, age, address and NHS number (if you have it), you'll be able to get the first dose of the COVID-19 vaccine there and then!

The walk-in service will operate on a first come, first served basis for all those who are eligible to be vaccinated and it is possible you will be asked to come back at a later date should supplies run out on a given day.

You can guarantee an appointment by booking via the National Booking Portal or by calling NHS 119 free of charge.

There are also pop-up vaccination sites appearing all the time and it is recommended that you visit our website at [westminster.gov.uk/vaccinations](https://westminster.gov.uk/vaccinations) to see the latest locations available to you.

Dick Cole is a Westminster Health Champion living in Pimlico. "Getting my vaccination was a very impressively run affair," he says having received his shot earlier this year. "It was smooth, painless and very pleasant. I hope everybody gets theirs."



You can visit [westminster.gov.uk/vaccinations](https://westminster.gov.uk/vaccinations) or call NHS 119 for the latest information on vaccinations in Westminster.





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# Mastering the digital frontier

Become a Digital Ambassador and help your friends and community get tech savvy

We have joined forces with internet provider, Community Fibre, to give Westminster residents, particularly in our older communities, a chance to volunteer to become a 'Digital Ambassador'.

As a Digital Ambassador, you will play an active role in assisting digitally excluded members of your communities gain the necessary skills to use digital and online technology safely and with confidence.

Ambassadors will be given training on how to teach others, as well as receiving support themselves to boost their own digital skills.

This will occur throughout their journey by members of our Digital Place Team and Community Fibre.

As an extra incentive, Digital Ambassadors will also receive Tempo Time Credits. These can be used for a range of activities – from visits to exhibitions at the British Museum to concerts by the London Symphony Orchestra.

Find out more online at [\*\*tempotimecredits.org/use\*\*](http://tempotimecredits.org/use)



If you are interested in becoming a Digital Ambassador, please email the team at [\*\*digitalambassadors@communityfibre.co.uk\*\*](mailto:digitalambassadors@communityfibre.co.uk)





## Improve your digital skills

If you're interested in improving your own knowledge of the technological world, the Digital Ambassadors can help you with a range of 'basic skills sessions'. Learn how to get the most out of your digital devices, master online communications such as email or social media, brush up on money management skills and much, much more. You can tailor the training sessions to gain the specific knowledge you feel you need as you forge your personal digital training journey.



If you are interested in receiving digital skills training from a Westminster Digital Ambassador, send us an email at

**[digitalambassadors@communityfibre.co.uk](mailto:digitalambassadors@communityfibre.co.uk)**



WESTMINSTER ADULT EDUCATION SERVICE

# SUPPORTING YOUR JOURNEY TO SUCCESS

- Many of our courses are free\* for lower-income earners. Contact us for details.
- We are supporting our communities with qualification courses clearly focused on employment-ready learning and opportunities to retrain in new career directions.
- Our programmes are offered in an agile way so that we can learn online and remotely, or meet in a safe environment, as needed.
- Our experts are on hand to offer advice and assist with questions about careers, progression and leisure learning.
- Our higher-level programme can be funded by advanced learner loans and financial help is available to support learners.
- Our leisure learning opportunities can help to combat isolation and provide opportunities for much-needed interaction and creative expression.
- We are committed to support all our learners prepare for employment, learn new skills and combat isolation.

## ENROL NOW

- Visit our website to have a look at our full offer and complete an application form.
- Or you can phone or email us and we will help with any questions you have.
- We are here to help and support you.



[www.waes.ac.uk](http://www.waes.ac.uk)

[info@waes.ac.uk](mailto:info@waes.ac.uk) | 020 7297 7297 |   

219 Lisson Grove, London, NW8 8LW



City of Westminster

\* Subject to Terms & Conditions

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# My life in Westminster

Jacqueline Glasser is Westminster Connects' eldest volunteer at 82 years old. Having to shield throughout the pandemic hasn't stopped her from helping others in the community

I was an author's agent for most of my life. I sold writers' work to publishers, or articles and short stories to newspapers. I loved the work, but I've always enjoyed volunteering. I started in my late teens when I joined an organisation that provided Sunday afternoon visits to elderly people living on their own.

I took on several volunteering roles when I retired which were fulfilling. I was working with the Youth Offenders Team and did one-to-one reading in a primary school on Harrow Road. I probably took on a bit too much, but when you've worked all your life, it's difficult not to be doing anything.

I volunteer with the Westminster Connects 'wellbeing check in and chat service' where I speak to a resident in the community via a weekly phone call. He's very appreciative of my calls. We have interesting chats and he always says, "Hello my dear, it's lovely to speak to you". He's very positive about it.

The training included tips on how to talk to the person, for example, what not to do, make sure you don't speak about yourself and if you think there's something wrong then you should report it. It was very useful to do.

I'll definitely continue volunteering once the pandemic is over. I feel it's important to give something back to society.



**“I feel it’s  
important to  
give something  
back to society.”**

Jacqueline Glasser

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# A support service for everyone

Age UK Westminster has been supporting older people for more than 70 years and found it had to adapt quickly during the pandemic

From shopping services to digital libraries, befriending networks to online social events, Age UK Westminster has had to adapt to the changing needs of its users during the pandemic. "COVID taught us a lot," admits Age UK Westminster chairperson, Fiona Healy-Connelly. "Before, we thought that only a small percentage of our clients were online. But we had to react to what was available during lockdown and so very quickly we set up a programme of online events that has continued to grow."

Technology skills training and a 'tech library' has helped Westminster's older community adapt to new communication tools. However, it's the befriending service that has proved to be Age UK's most important service. "Right through lockdown it grew stronger and stronger," says Fiona, "and our volunteers get as much out of the relationship as our clients!"

Fiona is keen to stress that Age UK Westminster is a service for everybody, regardless of background or location: "We are a Westminster-wide organisation. North, south, central – there are always people who need our services."



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 The Age UK Westminster Advice and Information line is available on **020 3004 5610**.



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# SouthWestFest gets a fresh, new look



South Westminster's annual community and arts festival is back, mixing live and online events for all ages to enjoy

Thanks to a successful funding drive earlier this year, SouthWestFest is back bigger and better than ever. Having been an online-only event in 2020 due to the pandemic, this year's celebration of culture, community and heritage has been 'reimagined' to encompass both digital and real-life events and activities for Westminster residents of all ages.

Each of the festival's three weeks has a different theme – Health and Wellbeing, Arts and Culture, then Community and Heritage. Follow a 'Health Trail' map to find exciting ways to stay in top condition. Pop on your headphones and follow an audio walking tour that will reacquaint you with your community. Or get out the map and explore the fabulous Art Trail showcasing the talents of local artists. Or just take to the streets and marvel at the plethora of pop-up

art installations and street performances with 'SouthWestFest in the Streets'.

There are events being added to the programme all the time, so make sure to visit the festival's website at **[southwestfest.org.uk](https://southwestfest.org.uk)** to keep up to date on all the exciting free and low-cost activities on offer.



SouthWestFest runs from 2–23 July. Head online to **[southwestfest.org.uk](https://southwestfest.org.uk)** for a full list of events.



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# Stay alert to scams

It is more crucial than ever before for everyone to be aware of bogus callers

As the financial impact of the coronavirus pandemic is felt globally, Westminster Trading Standards and the Metropolitan Police have seen an upsurge in scams.

One type of scam in particular has generated more than 15,000 reports and losses of £58 million – impersonation. Criminals are impersonating the police, banks, government organisations such as HMRC, utility providers, phone and internet providers, and even well-known retailers.

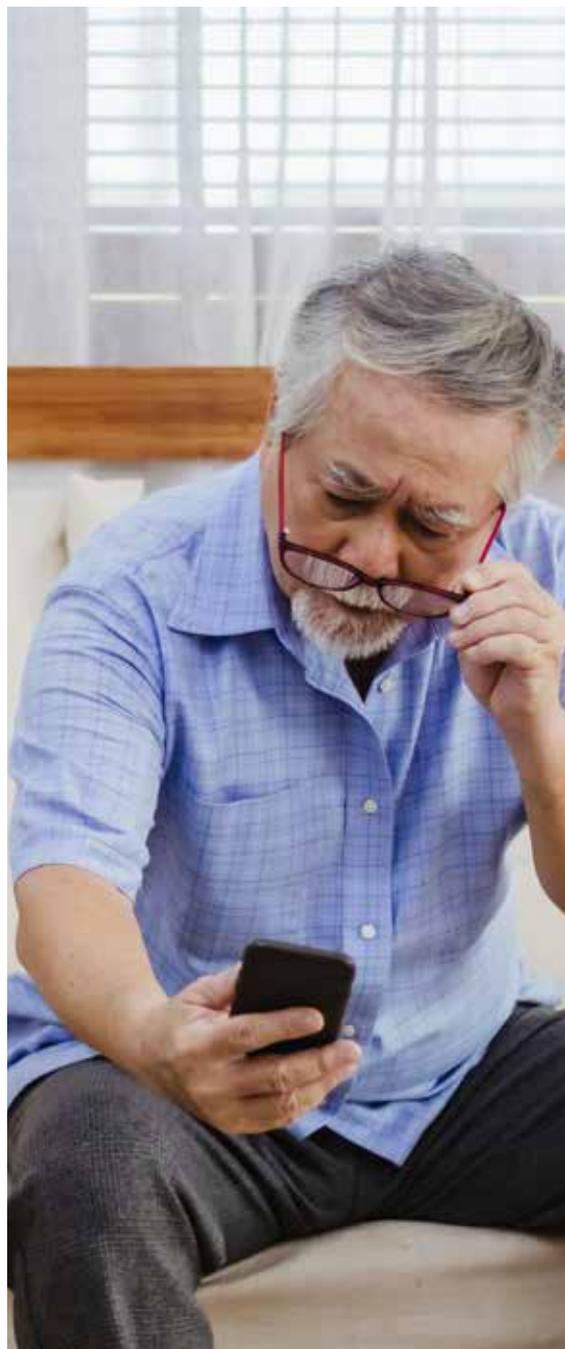
If you get a call on your landline or mobile phone, or receive a text or email out of the blue to say that there is a problem with your account, that you need to pay any sort of 'outstanding balance' immediately, or that you are due a refund or rebate that you were not expecting, then follow the advice on these pages to Stop, Challenge and Protect. Taking time to think about your situation could make all the difference and keep you safe.

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 If you would like more advice on scams, contact the national Citizens Advice Consumer Service on **0808 223 1133** (or by textphone **18001** then **0808 223 1133**) or online at **[citizensadvice.org.uk/consumer](https://citizensadvice.org.uk/consumer)**

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 Alternatively, you can contact Action Fraud, the police national fraud reporting centre, on **0300 123 2040** or online at **[actionfraud.police.uk](https://actionfraud.police.uk)**



## If you think you are being targeted by a scam:

### Stop

Take a moment to stop and think before parting with your money or personal information.

### Challenge

Could it be fake? It's okay to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.

### Protect

Contact your bank immediately if you think you've fallen for a scam and report it to Action Fraud (**0300 123 2040**).





## The benefits of a Smart Meter for you and for Great Britain

Smart Meters are helping Britain save more energy,  
and helping you save on your bills too!

If you are aged 50 or over and would like to know more, or to speak to  
someone about how a Smart Meter would benefit you,  
please contact Age UK Westminster on:

Telephone: 020 3004 5610

Email: [enquiries@ageukwestminster.org.uk](mailto:enquiries@ageukwestminster.org.uk)

Web: [www.ageukwestminster.org.uk](http://www.ageukwestminster.org.uk)

- Eligibility may vary
- Consumer action required



**Smart  
Meters**  
Join the quiet  
revolution

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# Become a Connected Care Champion

Help us test new technological solutions that can improve lives throughout your community

As part of our Smart City agenda, Westminster City Council wants to be at the forefront of technologies that enable greater personal independence and keep our communities safe. We like to explore innovative products and services, testing that they work properly, do what they say they will, and see who might benefit from their introduction.

With this in mind, we are establishing the Connected Care Champions – a select group of residents that are interested in and curious about the ways technology can work alongside us and provide useful meaning to our lives.

We are initially looking for around 30 people to be part of this group. Volunteers must be prepared to try out different gadgets, devices or services for set periods of time, providing feedback on how useful they were for their everyday lives. Gadgets might include things such as smart speakers (think Amazon Alexa or Google Assistant devices), environmental sensors in your homes, or apps to help with health and wellbeing.

The trials will be carried out on an ad hoc basis and you are not obliged to take part in them all, only if a piece of technology is of interest or relevance to your life.



If you are interested in becoming one of our Connected Care Champions, please send an email to Karen Bradshaw at **kbradshaw@westminster.gov.uk**

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# Never too old to make a difference

A 98-year-old grandmother is getting on her bike to raise money for the West London Mission (WLM), the Marylebone-based homelessness charity set up by her great-grandmother in 1887

Diana O'Flynn is conducting an 80-day indoor sponsored cycle ride from her living room, peddling her exercise bike for half an hour every day until the end of June. She has already smashed through her modest goal of raising £1,000 for the charity and is thrilled by the response she's been getting.

"People have been so generous," she says. "I was expecting my family to chip in a little, but when my granddaughter set up a donation webpage, friends I haven't seen in years contacted me saying they want to help. Now complete strangers are also donating which is extraordinary!"

Diana wants to honour Katherine Price Hughes, her ancestor who started the WLM more than 130 years ago. "I'm proud of my great-grandparents and what they started and I'm so proud of those who work at WLM today keeping that important work alive," she says. "Katherine's goal was to find a problem and address it; if there was want of any kind she would work to fill the void. This fundraiser has taught me that you're never too old to do anything!"



Diana's great-grandmother,  
Katherine Price Hughes



You can donate to Diana's fundraising efforts via the following website at [gofund.me/3ac0924c](https://gofund.me/3ac0924c) and you can find out more about the work of the WLM at [wlm.org.uk](https://wlm.org.uk)





Diana O'Flynn on her exercise bike

## Setting life goals

“When you become elderly, everything becomes more of an effort and you constantly find new parts of you that ache!” says Diana when asked about undertaking such a physical endeavour.

“It becomes very easy to sit and watch the days go by. That’s why it’s good to set yourself a goal; you don’t have to raise money (although that’s great), you just have to raise your spirits.

“I do my cycling during the Six O’Clock News, that way it becomes a routine. It’s good to give yourself one thing to do every day at a set time.

“It only has to be 10 to 15 minutes, but if you know that’s when you’re doing an activity, you’re more likely to see it through.”



The WLM's mission offers homeless support and counselling

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# What's on

There's plenty of fun, free activities to get involved in throughout the next few months. As we recover from lockdown, most events are still taking place online, but help will be on hand to get you connected! More information and booking details can be found on our events webpage at [westminster.gov.uk/events](https://www.westminster.gov.uk/events)



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## Virtual Knitting Meetup

**Every Wednesday, 3 – 4pm**

Join our friendly bunch of international knitters (and our cats!) for an informal knit and natter session using Zoom. We keep the group small so everyone has a chance to ask questions, and beginners and experienced knitters alike are welcome!

■ **020 7361 3993** or  
email [libraries@westminster.gov.uk](mailto:libraries@westminster.gov.uk)

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## Drama for Elders – Fellini Style

**Every Wednesday,  
5 – 6.30pm**

Join us weekly for this drama workshop on Zoom, especially for the over-55s. We will warm-up, play drama games, explore improvisation and watch scenes from Federico Fellini's films. No previous acting experience or knowledge of Fellini's work is needed, and new participants are welcome.

■ Contact Andre Pink on **07984 451796** or [andre@dendecollective.org](mailto:andre@dendecollective.org)

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## Aloud in the Cloud Shared Reading Group

**Every Thursday,  
1.45 – 3.15pm**

A reading aloud adventure with no need to prepare. Read aloud with the group, comment on the story or just listen! We are starting more groups please get in touch if you are interested in a group on another day.

■ Email Kate Gielgud or Gordon Carrick at [kgielgud@westminster.gov.uk](mailto:kgielgud@westminster.gov.uk) or [gcarrick@westminster.gov.uk](mailto:gcarrick@westminster.gov.uk)



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## Westminster Libraries Online Book Group

**Every Friday, 2.30 – 3.30pm**

Join the library team for a virtual discussion about our Book of The Week. You don't need to have read the book to join the discussion. We've covered everything from Robert Galbraith to Terry Pratchett and we encourage you to get involved and tell us your thoughts.

■ Please call **020 7361 3993** or email **libraries@westminster.gov.uk**

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## Uncovering the naughty bits of the Medieval Parish Church

**Friday 18 June, 6.30 – 7.30pm**

In this Zoom talk, Dr Emma J Wells will take you through some of the hidden messages and risqué symbols to be found in parish churches. Was the period rife with satire and filth, or did these etchings and carvings hold deeper meanings?

■ **020 7361 3993**  
or **libraries@westminster.gov.uk**



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## Moving from the Body Classes

**Every Saturday, 11am to 12pm**

Explore mindful body movement and tension release techniques in these classes suited for all ages and abilities. Inspired by traditional yoga poses, you will navigate from softness to strength. Each weekly class will be slightly different to offer returning students as much variety as possible.

■ **020 7361 3993**  
or **libraries@westminster.gov.uk**



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# Discovery with Three

Three Mobile is running a series of free digital skills courses for Westminster residents of all ages to help you become more confident using modern technology and to get the most out of your digital devices. Dates for all courses can be found online at [three.co.uk/discovery](https://three.co.uk/discovery) or by calling **0800 1300 333**

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## Get Started with your Smartphone

There's no need to feel overwhelmed by the world of smartphones. We'll take you through the basics and show you how to make calls, send texts, add contacts and enjoy your device!

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## Do More with your Smartphone

Feeling ready to do more with your mobile device? Learn about some of the built-in apps, discover some key settings and personalise your setup. We'll also get you online and exploring the internet.

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## Discover Video Calls

Long distance? No problem! We'll explore the free apps that enable you to stay connected with friends and family, face-to-face, wherever you are in the world.

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## Discover Online Shopping

Become online shopper savvy! Discover apps to make your life easier and take advantage of next-day deliveries. Explore online payment, where to shop and how to stay safe while shopping online.



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## Discover Apps

There are millions of apps, so which will bring your device to life? From games and entertainment to making everyday activities easier – we'll have you searching, sharing and downloading.

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## Digital Wellbeing and Mindfulness

Need to switch off sometimes? Explore how your device can help you to be more mindful in this noisy, crazy and busy world with apps and settings that help you relax, gain focus and improve sleep.

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## Stay Organised

Some of us just can't function without a list, diary, or reminder for that vital appointment. We'll show you how your phone can get you out of bed in the morning and keep you on track for the rest of the day.

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## Discover Email

Today, we send more emails than normal post. It's quick, convenient and can be managed on your device, on the go. We'll help you find your way around your inbox, outbox and more.

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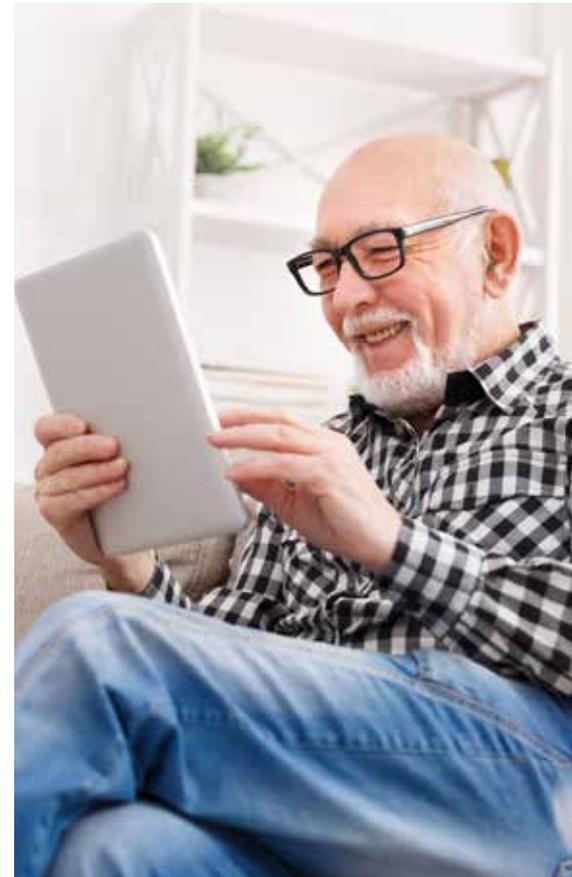
## Navigate with Google Maps

Discover how Google can help you get from A to B, with easy-to-follow directions, different modes of transport, and useful places nearby. Build confidence navigating the world around you.

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## Explore with Google Maps

We'll show you a one-stop shop for discovering what's around you, from famous sites, to restaurants and shop recommendations, Google Maps will help you make the most of your destination.




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 Spaces for courses can be limited so do check online and click 'Book Now' to reserve a slot. You can call us on **0800 1300 333** or email **discovery@three.co.uk** with any questions about signing up or taking part.

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# Your council services

## General Contact Details

- 📞 020 7641 7000
- ✉️ [responsewcc@westminster.gov.uk](mailto:responsewcc@westminster.gov.uk)
- 🌐 [westminster.gov.uk](http://westminster.gov.uk)

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## Adult Social Care

- 📞 020 7641 1444 or 020 7641 1175
- ✉️ [adultsocialcare@westminster.gov.uk](mailto:adultsocialcare@westminster.gov.uk)
- 🌐 [peoplefirstinfo.org.uk](http://peoplefirstinfo.org.uk)

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## Animal Welfare

- ✉️ [awarden@westminster.gov.uk](mailto:awarden@westminster.gov.uk)
- 🌐 [westminster.gov.uk/animal-welfare](http://westminster.gov.uk/animal-welfare)

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## Anti-Social Behaviour

- 📞 0800 358 3783 (freephone)
- ✉️ [housing.enquiries@westminster.gov.uk](mailto:housing.enquiries@westminster.gov.uk)
- 🌐 [westminster.gov.uk/housing](http://westminster.gov.uk/housing)

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## Archives

- 📞 020 7641 6200
- ✉️ [archives@westminster.gov.uk](mailto:archives@westminster.gov.uk)
- 🌐 [westminster.gov.uk/archives](http://westminster.gov.uk/archives)

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## Benefits

- 📞 0800 072 0042 (freephone)
- ✉️ [westminster.benefits@secure.capita.co.uk](mailto:westminster.benefits@secure.capita.co.uk)
- 🌐 [westminster.gov.uk/benefits](http://westminster.gov.uk/benefits)

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## Births, Deaths and Marriages

- 📞 020 7641 7500
- ✉️ [registeroffice@westminster.gov.uk](mailto:registeroffice@westminster.gov.uk)
- 🌐 [westminster.gov.uk/birth-and-death-certificates-marriages-and-citizenship](http://westminster.gov.uk/birth-and-death-certificates-marriages-and-citizenship)

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## Cemeteries

- 📞 020 8567 0913
- ✉️ [parks@westminster.gov.uk](mailto:parks@westminster.gov.uk)

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## Children/Family Information Service

- 📞 07971 625 922
- ✉️ [fis@westminster.gov.uk](mailto:fis@westminster.gov.uk)
- 🌐 [westminster.gov.uk/children-and-education](http://westminster.gov.uk/children-and-education)

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## Council Tax

- 📞 0343 178 2743
- ✉️ [westminstercounciltax1@secure.capita.co.uk](mailto:westminstercounciltax1@secure.capita.co.uk)
- 🌐 [westminster.gov.uk/council-tax](http://westminster.gov.uk/council-tax)

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## Health & Wellbeing

- 📞 020 7641 7000
- 🌐 [westminster.gov.uk/health-and-social-care](https://westminster.gov.uk/health-and-social-care)

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## Housing Services

- 📞 0800 358 3783 (freephone)
- ✉ [housing.enquiries@westminster.gov.uk](mailto:housing.enquiries@westminster.gov.uk)
- 🌐 [westminster.gov.uk/housing](https://westminster.gov.uk/housing)

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## Leisure Centres

- ✉ [active@westminster.gov.uk](mailto:active@westminster.gov.uk)
- 🌐 [active.westminster.gov.uk](https://active.westminster.gov.uk)

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## Libraries

- 📞 020 7361 3993 or 020 7641 6200
- ✉ [libraries@westminster.gov.uk](mailto:libraries@westminster.gov.uk)
- 🌐 [westminster.gov.uk/libraries](https://westminster.gov.uk/libraries)

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## Parking

- 📞 020 7823 4567
- ✉ [parkingservices@westminster.gov.uk](mailto:parkingservices@westminster.gov.uk)
- 🌐 [westminster.gov.uk/parking](https://westminster.gov.uk/parking)

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## Pest Control

- 📞 0800 358 0514 (freephone)
- ✉ [pestcontrol@westminster.gov.uk](mailto:pestcontrol@westminster.gov.uk)
- 🌐 [westminster.gov.uk/pest-control](https://westminster.gov.uk/pest-control)

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## Recycling/Rubbish

- 📞 020 7641 2000
- 🌐 [westminster.gov.uk/recycling](https://westminster.gov.uk/recycling)

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## Report It

- 🌐 [westminster.gov.uk/report-it](https://westminster.gov.uk/report-it)

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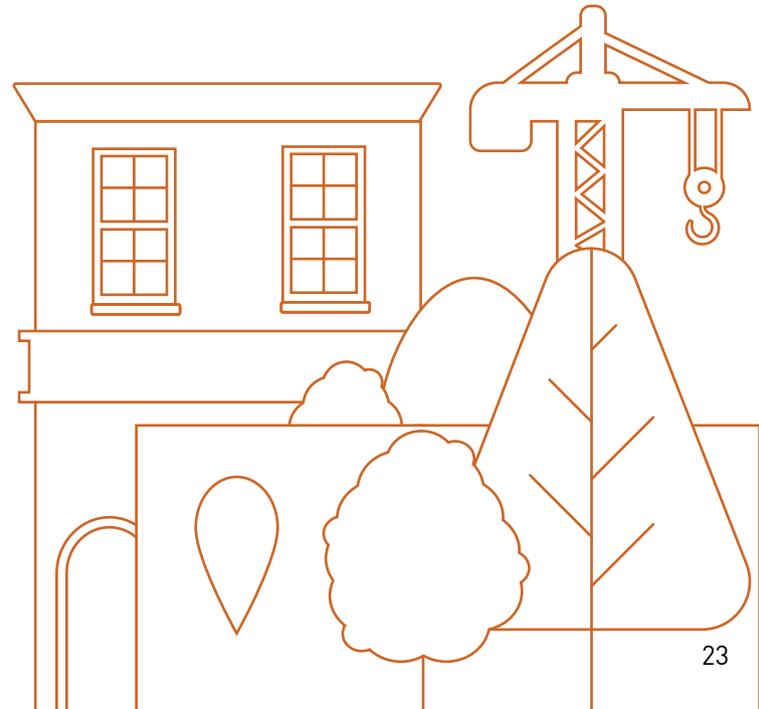
## Street Markets

- 📞 020 7641 8549 or 020 7641 7010
- ✉ [streettradinglicensing@westminster.gov.uk](mailto:streettradinglicensing@westminster.gov.uk)
- 🌐 [westminster.gov.uk/markets](https://westminster.gov.uk/markets)

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## Westminster Connects

- 📞 020 7641 1222
- 🌐 [westminster.gov.uk/westminster-connects](https://westminster.gov.uk/westminster-connects)



# Recycle... it's easy!



Please only put the following in your mixed recycling:

## Mixed paper & card



## Plastic bottles, pots & trays



## Mixed glass bottles & jars



## Food tins & drink cans



## Tetra Paks & cartons



## Why is it important to recycle correctly?

Recycling helps reduce pollution, save resources and protect the environment.

## How do I get clear recycling bags?

- Order online: [westminster.gov.uk/recycling-bags](https://westminster.gov.uk/recycling-bags)
- Ask your porter or caretaker

## How do I use the clear recycling bags?

- Live in a house or in a small block of flats?
  - Check your collection day and time via: [westminster.gov.uk/recycling](https://westminster.gov.uk/recycling)
  - Leave your bags in clear view for our crews to collect.
- Live in a block of flats?
  - Take your recycling bags to your building's large black recycling bins.
  - Ask your porter or caretaker for details.

- Live on a housing estate?
  - Use your reusable blue recycling bag. Please email [estaterecycling@westminster.gov.uk](mailto:estaterecycling@westminster.gov.uk) for a bag.
  - Empty your mixed recycling from your reusable bag into the communal recycling bins, and keep to use again.
  - Ask your housing manager about how to recycle on your estate.



- ❌ No black bags
- ❌ No garden waste
- ❌ No polystyrene

For further information, visit: [westminster.gov.uk/recycling](https://westminster.gov.uk/recycling)