Art of the community

Shoebury Art Project helps youngsters to explore their creative side

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Welcome
to the Summer 2015 issue
of Insight magazine!

We’re getting very excited about the Southend Community Event which takes place on Wednesday 5th August at Priory Park. There is something for the whole family at this fun-filled annual event so we hope to see many of you there! Please see the back page for more information.

In this issue of Insight we showcase a number of the community projects that South Essex Homes gets involved in; including the Art Project we’re funding at Shoeburyness High School (see pages 8-9), the youth group for the Queensway estate (page 13) and the Garden in Bloom competition (see page 5). We really do get our fingers in lots of different pies!

We also include some guidance on some tenancy topics which may affect you – including some information about keeping pets responsibly and what can happen if you don’t! We also focus on the issue of personal CCTV – if you have, or are considering fitting, surveillance cameras at your home then the rules have changed regarding the footage you capture – so take a look at page 6 to find out more about how this may affect you.

Our Unique Insight article this time focuses on Nichola Hayden – our Mental Health, Drug and Alcohol Support Worker based within our temporary accommodation. You may not have realised that South Essex Homes employs its own specialist in dealing with residents affected by any of these issues and helping them to get all the support they need. You can meet Nichola on page 12.

I hope you have an enjoyable summer and we’ll be back in October with the autumn issue…

Julia Pack
Marketing & Communications Co-ordinator
(and Editor of Insight)

Apprenticeships

Working closely with our contractor partners, we are delighted to be able to offer our residents a variety of apprenticeship and work placement opportunities, which cover a range of subjects and skills – some office-based and some out on site.

We’re often adding new opportunities to the list so to find out more or download an application form, visit www.southessexhomes.co.uk/ projects or call our Community Development Team on 01702 212650.

possible apprenticeship schemes
Maybe one of our
apprenticeship schemes could be the answer?

Do you know someone who’s struggling to find work?

Are you snap happy?!?

Are you a budding photographer?
This is your chance to get your work in print!

Following on from the success of the ‘Our Town 2015’ calendar which featured annual report information for 2013-14, we would like to create another calendar for this year’s annual report but this time featuring your photos of Southend and stories of what makes them special!

Please send in your photos to us – which must have been taken in public places within the borough of Southend-on-Sea. Along with your entry, please tell us about the photos and what makes them so special. Be sure to tell us your name and where you live and, if any people can be clearly seen in your photo, you must have their express permission for the photo to be reproduced.

Photos can be sent electronically by email to communications@seh.southend.gov.uk or hard copies can be sent to Julia Pack, FREEPOST South Essex Homes or dropped in at the Civic Centre. The closing date is 7th August 2015, so happy snapping!

Get in touch…

To send in your story ideas for future issues of Insight Magazine, or to provide feedback on something you’ve read, contact the Editor via the following methods:

Insight Magazine, South Essex Homes, Civic Centre, Victoria Avenue, Southend-on-Sea, SS2 6FY
Email: juliapack@seh.southend.gov.uk

For all telephone enquiries freephone 0800 833 160
Output based Caretaking and Cleaning Service

South Essex Home Caretaking and Cleaning Services have changed in terms of the way the services are delivered. Since the start of May 2015 we have moved towards an output based service rather than providing scheduled routine visits.

This is the way the Housing sector is heading nationally as it allows workforces to be more flexible and deliver services on an ‘as required’ basis rather than carrying out routine visits for the sake of it, even if works may not actually be required.

This will mean the Caretakers and Cleaners are now cleaning to required standards using a photo book for reference rather than cleaning areas for the sake of cleaning. This may result in more cleaning visits or additional required works in some schemes or blocks but less in others where the level of cleanliness meets the required standards with fewer visits.

Overall we will be utilising our resources more effectively to meet nationally agreed standards and any time gained will be spent carrying out additional works that are required such as steam cleaning areas, carpet and chair cleans and deep cleans.

So in future the question residents in both general needs properties and sheltered schemes should ask is:

“Does our scheme or block look clean?”

“Where is the caretaker, because it’s Tuesday morning and he hasn’t been here yet”!

Service Standards

Service standards and what level of service you can expect are described by means of photographic examples for reference. We aim to ensure all shared areas are cleaned to a level A standard and remain a consistent level B between visits.

Note: There may be occasions where the level falls below a level B due to acts of antisocial behaviour such as rubbish dumping or fouling, however this would be dealt with as a priority as soon as we are aware.

Elements of Communal areas are scored as follows:

A = Excellent just been completely cleaned
B = Good, area is clean and tidy although, for example there may be a small amount of litter or evidence of foot traffic.
C = Poor requires attention.
D = Unacceptable requires immediate attention.

A full copy of the South Essex Homes photobook can be downloaded from our website at www.southessexhomes.co.uk/caretaking.
**Tough stance taken on tenancy breaches**

At South Essex Homes, we act proactively when dealing with breaches of tenancy that affect other residents.

In one recent case, there were problems with a resident keeping up to thirteen cats in her tower block studio flat. The smell was overwhelming and causing problems for her neighbours.

We obtained an undertaking (a legal agreement) from court whereby the resident was not allowed to keep any animals in the property until December 2015. Since the undertaking however, the Queensway guard patrols noticed that cats had returned to the property, which clearly constituted a breach of the legal requirements.

On returning to court, we were granted a suspended possession order. This now means that if the resident is found to be in breach of the agreement again, we will take steps to evict her.

If you wish to report breaches of tenancy, please contact your local Tenancy Services Officer by calling our Contact Centre on 0800 833160 or you can obtain their direct email address by visiting our website.

To learn more about the rules on keeping a pet in your home, please search our website under ‘Your Tenancy’.

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**Launch of Southend’s council-led energy partnership**

Southend now has its own energy scheme for the first time in over 60 years, after Southend Energy was officially launched on Thursday 28 May.

A partnership between Southend-on-Sea Borough Council and OVO Energy, Southend Energy promises to offer a fair deal for residents within Southend and provide competition to the larger energy companies.

It is the first time Southend has had its own energy scheme since Southend-on-Sea County Borough Corporation was disbanded in the late 1940s, when gas and electricity energy industries were nationalised.

Very competitively priced standing charges and fair tariffs, with a 3% Interest Reward* on all credit balances, will be available to all residents in the Borough looking for a local alternative to their current supplier, with particular benefits for those who are fuel-poor and those on pre-payment meters.

Derek, one of the first customers to sign up, said: “I’m usually too busy to be scouting around for the best energy deal every few months so what appealed to me was that Southend Energy take all the work out of it to make sure I’m always getting fair deal all the time. I expected to hear that I would save a few pounds by switching. But I was amazed when I discovered I would save £367. I’m now just wondering how I’ll spend it!”

To sign up today
Visit www.southendenergy.co.uk
Or call 0800 408 6711

*Calculated at 3% per year, paid monthly based on number of days in credit and the amount left in your account after you’ve paid your bill. OVO Interest Reward is capped at 12 times the amount of the current direct debit amount and is available to customers paying by advance direct debit.

Terms apply: www.ovoenergy.com/coreterms2015

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**Lights, camera, action!**

Two of our Tenancy Services Officers, Nico Hampton and Lauren Anderson, have been filmed as part of a new BBC daytime series.

Shine TV, an independent production company, have been working on a new series exploring the issue of unauthorised occupation and illegal subletting of council houses within the UK.

As part of the series, they are featuring Southend following active cases and highlighting partnership working between us and the Southend-on-Sea Borough Council.

We understand that the programme will be aired some time during the summer months and will occupy a morning slot on BBC1. As soon as we hear definite dates we will let you know but, in the meantime, keep an eye on your TV planner!
Satisfaction surveys – how we are doing?

Every year, South Essex Homes carries out a survey of our residents. This is known as the STAR survey (Survey of Tenants And Residents), and many housing organisations complete this on a yearly basis.

We ask a small number of questions, and once we have received enough replies to meet the guidelines of the survey, we analyse the results to see if we are making progress, or if there are ways we could provide a better service. We also include the results of these surveys in our annual benchmarking input to Housemark, the organisation which oversees the survey and other housing performance information. This means that at a later time we can see how well we perform against other ALMOs, Housing Associations and Councils.

Below are the results of our survey which we carried out in 2014.

<table>
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<tr>
<th>INDICATOR</th>
<th>2013-14 results</th>
<th>2014-15 results</th>
<th>Trend</th>
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</thead>
<tbody>
<tr>
<td>Overall satisfaction with South Essex Homes (All properties except Sheltered Housing)</td>
<td>89%</td>
<td>91%</td>
<td>↑</td>
</tr>
<tr>
<td>Overall satisfaction with South Essex Homes (Sheltered Housing only)</td>
<td>92.86%</td>
<td>97.46%</td>
<td>↑</td>
</tr>
<tr>
<td>Overall satisfaction with Estate Services (for those properties which have a caretaking service)</td>
<td>87%</td>
<td>85%</td>
<td>↓</td>
</tr>
<tr>
<td>Overall satisfaction with Repairs &amp; Maintenance</td>
<td>85%</td>
<td>88%</td>
<td>↑</td>
</tr>
<tr>
<td>Overall satisfaction that views are listened to and acted upon</td>
<td>80%</td>
<td>90%</td>
<td>↑</td>
</tr>
<tr>
<td>Overall satisfaction with neighbourhood as a place to live</td>
<td>82%</td>
<td>90%</td>
<td>↑</td>
</tr>
<tr>
<td>Overall satisfaction of Leaseholders with South Essex Homes</td>
<td>79%</td>
<td>82%</td>
<td>↑</td>
</tr>
</tbody>
</table>

We are carrying out this year's survey during the summer months, so if we phone or write to you with a survey, please take the time to let us know how we are doing. And if you have already done so, thank you very much for your help!

Communal gardens

South Essex Homes employs the services of grounds maintenance contractors to maintain communal gardens and spaces on our estates and sheltered schemes.

These contractors look after borders, lawns, trees and shrubs and the contract is based on particular areas across the borough that have been measured to enable the correct pricing of the contract. The contract that South Essex Homes has with the external contractor is an "output based contract" and this means that if the grass grows to a certain height it will have to be cut and if the bushes encroach over windows, doors or footpaths they must be cut back. The contract is not based on a number of visits per week, month or year. Residents pay for this service through their service charges.

During our estate inspections it has become apparent that some residents have planted up small areas or gone as far as laying paving slabs and putting up small fences. Sometimes residents have taken it upon themselves to maintain planting or they have been carrying out duties that our contractors have already been paid to do.

If you would like to put yourself forward to take over the gardening of a specific area, please approach your Tenancy Services Officer and we would be happy to discuss it with you. That way, we can potentially re-negotiate our arrangements with the grounds maintenance contractors so work isn’t duplicated. Any such arrangement must ensure that the area can be accessed by all residents in your block and will need to include a contingency plan should you become unable to carry out the work, for whatever reason.

If you have taken over an area of the communal garden by for example, laying paving slabs and putting up a fence this would indicate that it is no longer accessible to all residents and this will have to be removed.

An example of a gardening agreement can be seen at Adams Elm House in Leigh, where a group of residents have recently taken over the maintenance of the bedding areas in their block’s communal garden. There are clear guidelines as to what they are responsible for and what areas will be maintained by the contractors.

If you have grander plans for a communal area, why not consider applying for funding for a resident led project? See page * for more details.

Garden in Bloom

Time is running out to enter the Garden in Bloom competition 2015!

The closing date for entries into this year’s competition is Friday 24th July, so please get your applications in to us as soon as possible.

The competition is open to anyone living in any property managed by South Essex Homes and includes the following categories:

- Best Front Garden
- Best Back Garden
- Best Vegetable Plot or Pot
- Best Hanging Basket
- Best Window or Patio Container
- Tallest Sunflower

There are additional special categories for children and residents living in a block of flats.

An application form was included on the back page of the Spring issue of Insight, however if you need a form or if you have any questions, please contact our Community Development Team on 01702 212650.

Sue, from our Community Development Team, collates all entries ready for the committee to judge
Is Big Brother watching you?

A new ruling means that residents using surveillance cameras on their personal property may be breaking the rules if they are recording footage covering any land outside their own.

The frequently asked questions below contain summarised advice taken from the website of the Information Commissioner’s Office (ICO). We have created a fact sheet containing more details which is available on our website or you can call us to ask for a copy to be posted to you. Alternatively you can learn more at www.ico.org.uk.

I am considering installing CCTV at my home; what should I do?

First, think about the problem you are trying to address and the best solution to it. This will usually be to safeguard you and your property against crime. Check local police advice about crime prevention. Better locks or security lighting may be a more effective and less expensive way of securing your property.

What if my camera captures footage of individuals beyond the boundaries of my property?

You must consider whether it is necessary for your camera to operate beyond the boundary of your property.

If your camera covers, even partially, any areas beyond the boundaries of your property, such as neighbouring gardens or the street, then it will no longer be exempt from the Data Protection Act (DPA) under the domestic purposes exemption. This does not mean that you are breaching the DPA but it does mean that you are subject to it.

What can I do to make sure that what I’m doing complies with the DPA?

CCTV used on your property will be exempt from the Data Protection Act unless you are capturing footage of individuals outside your property.

However, regardless of whether your CCTV system is exempt, the ICO recommends that you use CCTV in a responsible way to protect the privacy of others.

You should remember that your use of a CCTV system may be appropriate but publicly uploading or streaming footage of individuals will require further justification and in most cases will not be justifiable.

As the data controller for this footage, individuals do have the right to request a copy of it from you under the DPA, if you collect their personal data.

What other considerations are there?

Many CCTV systems now come with audio recording facilities. Audio recording is particularly privacy intrusive and in the vast majority of cases where CCTV is being used on domestic properties it should be disabled.

Please also contact your Tenancy Services Officer prior to installation to check it is acceptable for you to affix the equipment to an external wall.

Carbon Monoxide Poisoning can Kill – don’t put yourself at risk

Whether it’s cooking our meals, heating water or keeping us warm, we rely on gas cookers, boilers and heaters at home every day – and we take for granted that they’re perfectly safe.

However, gas appliances can omit carbon monoxide, an invisible odourless poisonous gas, which can kill if they are incorrectly installed, used inappropriately or poorly maintained.

There are some simple ways to protect yourself and your loved ones from danger:

• Ensure that gas appliances are installed by registered Gas Safe engineers and are serviced regularly
• Read the manufacturers usage and safety instructions, and stick to them.
• Install a carbon monoxide detector with a loud alarm
• Keep an eye out for the symptoms of carbon monoxide poisoning: headaches, nausea, breathlessness, dizziness, tiredness and confusion
• Seek medical advice immediately if you suspect anyone has been exposed to carbon monoxide

‘Register My Appliance’ is a website created to help the public stay safe by registering any domestic appliances up to 12 years old. By adding your details and those of your appliance(s) to the website, manufacturers will be able to warn you about any product safety issues which could put you and your family at risk.

For more information, or to register today, visit www.registermyappliance.org.uk.

Important information about Beko Cookers

If you have a Beko, Flavel or Leisure gas cooker which is more than six years old and has a separate oven and grill, you could be at risk of carbon monoxide poisoning and need to contact Beko urgently.

If you think you have an at-risk appliance, please visit www.beko.co.uk/cookersafetynotice for more information. If you own an affected model you can then call Beko on 0800 917 2018.

If your model is affected, Beko will arrange a free and quick modification. This notification only refers to a limited range of old gas cookers and does not affect any of Beko’s current models.
The ‘Follow, Like, Share, Help’ campaign saw officers highlighting the benefits of engaging with Essex Police on the social media platforms as well as offering advice on keeping safe online.

More than 160,000 social media users already follow Essex Police, and this latest campaign is designed to increase that number and encourage more people to help keep the county safe.

Essex Police use Twitter, Facebook, Instagram and YouTube every day to tell the public about the work of officers in Southend and throughout Essex in solving and reducing crime, but the channels are also a way of asking for help in looking for vulnerable missing people, passing on information about crimes you may have witnessed, identifying suspected criminals caught on camera and telling us about the whereabouts of wanted people.

There have been many success stories from Essex Police social media, including an incident where CCTV footage of a man wanted in connection with a dog attack was published on the YouTube channel and shared across the other social media channels. A member of the public recognised the man and as a result he was arrested, charged and jailed.

Followers of the Essex Police Facebook page helped find a vulnerable elderly man who had gone missing from his home. A trio of local residents who had seen the appeal felt they had to help officers and began searching. They found the man, confused and cold, having fallen into a ditch. He was taken to hospital and later reunited with his family.

Chief Constable Stephen Kavanagh said: “Social media really works. It’s all about two-way communication. It’s a great medium which gives us the opportunity to talk about the fantastic work my staff and officers do on the behalf of the people of Essex day in day out but it’s also about engaging with our communities and ensuring we listen to what they have to tell us.”

For more information, visit www.essex.police.uk/socialmedia.

Essex Police is investing in the future of Southend

Essex Police have been engaging with shoppers at the Royals Shopping Centre in Southend recently to encourage them to interact with the force’s social media channels and help share appeals and solve crimes.

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For more information, visit www.essex.police.uk/socialmedia.

Did you know...?

The cost of calling Essex Police using the non emergency 101 number is not currently included in any telephone price plan, so will be charged as an extra cost of 15p per call – regardless of the length of call or time of day.

An alternative landline number is 01245 491491. This is charged at local/national rate but is included in many call packages.

Essex Police invest in the future of Southend

Essex Police are investing in a major refurbishment of Southend police station this year, ensuring a modern, fit-for-purpose facility for years to come. The refurbishment will see an overhaul of the custody facilities, which are currently over 50 years old, as well as improvements to the external façade of the building.

The building work will mean the station will be closed from Monday, June 8, 2015 for 12 months, with front counter services available from nearby Westcliff police station during this time, which can be found on the junction of West Road and Claremont Road.

Southend district commander Chief Insp Simon Anslow is pleased to see the months of detailed planning coming to fruition: “This investment in Southend is long overdue and is a really exciting piece of work,” he said. “Maintaining a visible presence across the Southend borough and having somewhere members of the public can speak to us face-to-face is a priority.

“I am glad we have been able to make use of Westcliff police station to provide our front counter services to residents while the work to improve the station is being conducted.”

Westcliff station will provide facilities for reporting crime and traffic incidents, producing documents, lost and found property enquiries and intelligence gathering and will be open between 8am and midnight, seven days a week.

The full cost of the Southend refurbishment is more than £9 million; a level of investment that clearly demonstrates Essex Police’s commitment to keep a local policing base in the town and ensure facilities are fit for operational use in the future.
South Essex Homes is proud to be sponsoring an art project, which started earlier this year and involves local artist John Bulley working with a group of pupils from Shoeburyness High School.

David Preston, Community Development Officer from South Essex Homes, explains: "We are always looking for fresh ways to engage with young people in the town and I believe that art is a fantastic way to do just that. John is an inspirational man who encourages the kids to be imaginative with their art as a way of expressing themselves."

The group of eight boys taking part in the project require extra educational and behavioural support at school and are part of the school's Action Through Football (ATF) programme, so the art project encourages them to focus their attention and learn that art can be a great way to express thoughts and feelings.

At the start of the project, John Bulley taught the group how simple art could be, by introducing them to spray painting with stencils and building up layers of colour. From here they learnt that anything was possible and their skills have improved week-by-week.

In March, the group visiting the recreational ground next to Great Wakering Sports Centre to assist John in repairing a Bob Marley mural he painted on a brick wall by the football pitch some years ago. They also painted the reverse of the wall in blue to refresh the area, making it a more pleasant place for children to play.
David continues: “We are looking into opportunities to get these paintings on public display somewhere so the boys can be proud of their artwork for years to come. We will hope to build on the work accomplished through this project to improve the way South Essex Homes interacts with younger people in our communities.”

Rachael O’Brien, who operates the Action Through Football programme at Shoeburyness High School, says: “We are very grateful to South Essex Homes for funding this project and to John for the fantastic work he’s been doing. As well as getting the children more involved in art, this project is also helping towards their English GCSE, as they are writing up about their experiences with John.”

Artist John Bulley is the Director of the Estuary Fringe Community Interest Company (C.I.C.). John lives locally but has been involved in several high profile art projects over the years - from producing film sets to painting the famous ‘Camden Lock’ sign. He said: “I have previous experience of working with groups of young people through the YMCA, so I was delighted to hear from South Essex Homes regarding this local project. My job is to get these kids interested in art, encourage them to use their imagination and have fun. They have done such a good job throughout the project and it’s a pleasure to be working with such a nice group of kids.”

In May, this first phase of the project culminated in the group producing a large scale piece of art, the subject of which was completely decided by the boys. They opted to produce huge paintings of their favourite sporting stars and the results were awe-inspiring.

Funding has now been secured to continue this art project… so watch this space for further updates!
Back by popular demand!

The Leasehold Focus Group recently requested a return of the Resident Profile articles that were a regular feature in previous years. In this edition, one of our new Focus Group Members has kindly contributed.

What do you like most about the property?

Its location, both in the building and the surrounding area! My flat is in the centre of the block which keeps me warm in the winter months and saves on energy bills.

I'm originally from London, I moved to Great Wakering and then to Shoebury. I love this area and spend a lot of time out and about. The transport links are also really good and I am still able to return to London with ease.

Having been brought up on a Council Estate I still enjoy a sense of community in Shoebury. It's important to say hello to each other and keep an eye out for my neighbours. At the same time we all respect each other's privacy which is equally important.

As a leaseholder, are you happy with the service South Essex Homes provides at the property?

Overall I am. Although not always perfect, it is easy to raise communal repairs and report any problems I have which affect the Estate. We recently had our roof renewed for which I pay a proportion of the overall costs. When I raised queries relating to the progress of works, staff in the Property Services and Leasehold Team were very good at keeping me updated every step of the way.

Are you happy with the service South Essex Homes provides to you in general?

Yes, as a Leaseholder I get a sense of security knowing that South Essex Homes on behalf of the Council manage the block. I was impressed by the Buildings Insurance coverage offered by the new provider that has recently been arranged.

Location: 112-146 Anson Chase
Construction year: 1975
Number of Flats: 18
Number of Leaseholders: 4
Recently Completed Major Works: Internal & External Redecoration Works, Roof Renewals
How long have you lived on Anson Chase? I have lived here for 23 years

FOR SALE & TO LET SIGNS

Please be aware that your Lease restricts the display of For Sale and To Let signs in communal areas. South Essex Homes receives a number of complaints throughout the year and spends a lot of valuable time investigating and enforcing the removal of these signs. If you are looking to sell or let out your property please ensure that a sign will not be displayed in communal areas. After all, the vast majority of potential purchasers and tenants will begin their search online!

For other ways South Essex Homes can speed up the sale of your property please visit www.southessexhomes.co.uk and search for ‘leaseholders’.

In line with Southend-on-Sea Borough Council’s guidelines to Private Landlords we advise all leaseholders to check the electrics at their property every 5 years. There are a number of NICEIC registered Contractors and Electricians in the area who offer this service.

Wishing you a warm welcome back...

to Leasehold Matters, the page in Insight devoted to Leaseholders. I would like to remind you that the Leaseholder Focus Group will have a stall at the Community Event taking place on the 5th of August at Priory Park. Myself, and other members of staff from South Essex Homes will be in attendance and you are more than welcome to head along, booking is not required. Please see the main advertisement on the back page for more details about the event.

In this edition we see a return of the Resident Profile. If you are interested in contributing to a similar article please do not hesitate to get in touch.

Kind Regards, Jan
Estate Inspections

Estate Inspections are now held throughout the year and involve officers from South Essex Homes surveying each area of the town which include properties managed by us, in order to look for any issues that require our attention. Residents are welcome to come along on these inspections to see this process in action and point out problems that they are aware of. The table below contains the dates and locations of the inspections that are due to take place over the next three months. If you would like to come along, please meet us at the start point at the stated time. We appreciate your input and look forward to seeing more residents take part in estate inspections throughout 2015. For more information about estate inspections please call us on 0800 833 160.

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<th>DATE</th>
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</tr>
<tr>
<td>23/07/15</td>
<td>09:30</td>
<td>Delaware Road, Delaware Crescent, Ness Road</td>
<td>Outside Thorpedene Library</td>
</tr>
<tr>
<td>29/07/15</td>
<td>09:30</td>
<td>Blyth Avenue, Bunters Avenue, Caulfield Road, St Audreys Court, Thorpe Bay</td>
<td>Corner of Blyth Avenue and Delaware Road</td>
</tr>
<tr>
<td>30/07/15</td>
<td>09:30</td>
<td>Avon Way, West Road, Chelmer Way, Stour Close, Crouch Way</td>
<td>Outside Avon Way Entrance</td>
</tr>
<tr>
<td>04/08/15</td>
<td>09:30</td>
<td>Great Mead</td>
<td>Great Mead Main Entrance</td>
</tr>
<tr>
<td>04/08/15</td>
<td>10:30</td>
<td>Kestrel House, Exeter Close</td>
<td>Kestrel House Main Entrance</td>
</tr>
<tr>
<td>04/08/15</td>
<td>11:30</td>
<td>Crouchmans, Centurion Close</td>
<td>Crouchmans Main Entrance</td>
</tr>
<tr>
<td>02/09/15</td>
<td>09:30</td>
<td>Bewley Court, Longbow, Sherwood Way, Archer Avenue</td>
<td>Bewley Court Main Entrance</td>
</tr>
<tr>
<td>03/09/15</td>
<td>09:30</td>
<td>Temple Court, Sutton Court, Cluny House, Cluny Square, Norwich Close</td>
<td>Temple Court Main Entrance</td>
</tr>
<tr>
<td>08/09/15</td>
<td>09:30</td>
<td>Hamstel Road, Cumberland Avenue, Lornes Close, Lewes Road, Peartree Close</td>
<td>Corner of Hamstel Road and Cokefield Avenue</td>
</tr>
<tr>
<td>09/09/15</td>
<td>09:30</td>
<td>East Street, Sutton Road, East Street Naval, The Brambles, The Mulberries</td>
<td>Outside St Mellitus Hall</td>
</tr>
<tr>
<td>10/09/15</td>
<td>09:30</td>
<td>Barringtons Christchurch Court, Nursery Place, Chinchilla Road</td>
<td>Barringtons Main Entrance</td>
</tr>
<tr>
<td>15/09/15</td>
<td>09:30</td>
<td>Bournemouth Park Road, Tennyson Avenue, Shelley Square, Byron Avenue,</td>
<td>Corner of Bournemouth Park Road and</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dickens Close, Dryden Avenue, Wordsworth Close</td>
<td>Tennyson Avenue</td>
</tr>
<tr>
<td>17/09/15</td>
<td>09:30</td>
<td>St Mary’s Court, Elm Cottages</td>
<td>Outside St Mary’s Court</td>
</tr>
<tr>
<td>22/09/15</td>
<td>09:30</td>
<td>Ruskin Avenue, Betjeman Mews, Cedar Close, Sycamore Grove, Chestnut</td>
<td>Corner of Ruskin Avenue and Sutton Road</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Avenue, Browning Avenue, Maple Square, Bronte Mews, Eliot Mews</td>
<td></td>
</tr>
<tr>
<td>24/09/15</td>
<td>09:30</td>
<td>Southchurch Rectory Chase, Trevett House</td>
<td>Trevett House Main Entrance</td>
</tr>
<tr>
<td>29/09/15</td>
<td>09:30</td>
<td>Blackdown, Brecon, Grampian, Townfields</td>
<td>Blackdown Main Entrance</td>
</tr>
<tr>
<td>06/10/15</td>
<td>09:30</td>
<td>Malvern, Chiltern</td>
<td>Malvern Main Entrance</td>
</tr>
<tr>
<td>08/10/15</td>
<td>09:30</td>
<td>Pennine, Quantock</td>
<td>Pennine Main Entrance</td>
</tr>
</tbody>
</table>
A specialist new job role was created in the summer of 2014 to co-ordinate the management of the mental health, drug and alcohol needs of the most vulnerable residents who are living in temporary accommodation and properties managed by South Essex Homes.

Previously, vulnerable residents who came to us through the homeless route either did not have direct and immediate access to support services or were on a never ending revolving door situation that led them to be too high needs to meet certain housing criteria. The most vulnerable of this transient group of people were often unable to maintain their tenancies and would fall back into the cycle of homelessness. This was extremely frustrating for us as we simply couldn’t get vulnerable residents the support they needed quickly enough to prevent them disengaging with support services.

By introducing an internal specialist in dealing with drug, alcohol and mental health issues, we have been able to provide tenants with early access to help and support, providing optimum opportunities for individuals to better manage or improve their health issues or lifestyles and ultimately to maintain a successful tenancy with us.

Nichola Hayden has been in this post since September 2014 and the role is based within the temporary accommodation office in central Southend, however referrals are also received from colleagues elsewhere in South Essex Homes who identify residents they believe could benefit from working with her.

Nichola has worked with 28 residents in total from both temporary hostel accommodation and other South Essex Homes properties and has overseen the transition of five residents from temporary accommodation into their own accommodation since taking up the post in September 2014. She will continue to meet with those tenants until they are completely settled. Four residents are no longer considered to have a ‘tenancy at risk’ since Nichola has helped them.

Nichola is involved with residents in temporary accommodation from the word ‘go’, where she quickly assesses their situation and uses her established contacts in partner agencies to refer them for immediate support according to their individual needs. But her support doesn't stop there: she makes appointments, transports the resident to those appointments and accompanies them in if required. Her one to one work is solution focused and client led, promotes independence and change by working with residents on a weekly basis and ties up communication between all agencies supporting their needs.

We have already seen some excellent results which go to show that the personal attention that Nichola is able to give to individual vulnerable residents greatly improves their chances of maintaining a successful tenancy.

Nichola supports vulnerable residents by dealing very closely with colleagues at mandatory social services departments in Southend including the Taylor Centre (providing Adult Community Mental Health Team, Learning Disability Service, Psychology Service, Clinical Assessment Service, Outpatient Clinics, Assertive Outreach Team, Psychotherapy Service and Carers Support), CDAS (Community Drug & Alcohol Service) and the floating Support Workers from Family Mosaic. She also liaises closely with other colleagues at South Essex Homes including the Tenancy Services Team and the Anti-Social Behaviour Team to help residents deal with any issues that they struggle with regarding their tenancy.

Now, each time that a resident is referred to temporary accommodation and is identified as having mental health issues or drug and alcohol dependency, Nichola meets with them. She also receives referrals from colleagues for residents of sheltered housing and general needs accommodation. She explains the support available and then goes on to contact them regularly to monitor their progress. She accompanies them to any appointments and can spend time with them one-to-one where required, providing drug and alcohol support, mental health support and can also provide Cognitive Behavioural Therapy.

This eases the pressure on the other partner agencies which would otherwise have longer waiting lists. Nichola is able to make the initial assessment and then access direct services specific to the individual needs of each resident.

Fay Kricha, a Family Mosaic Support Worker, said: “Working in partnership with Nichola has greatly enhanced the service we are able to offer to those who end up in temporary accommodation in Southend. For someone with a drug and alcohol dependency, the last thing they think of is maintaining a tenancy – even though we know that losing that roof over their head would further add to the problems they are faced with. Having Nichola on hand to support them and help them get used to paying rent and managing their money means they are much more likely to go on to successfully maintain a tenancy and consequently in a much better position to access help and support to manage their lifestyle.”
If you live on the Queensway estate, you will no doubt have heard that the area is part of a long term project called ‘Better Queensway’, which will completely change the area over the coming years. This will be done through the creation of a new community made up of high quality housing, community facilities, early learning facilities, shops, and improvements to the public spaces and environment.

Objectives for the project include improving the quality of the existing housing in the area either through refurbishment or redevelopment and offering a wide range of housing for single people, couples, families and older people.

As part of the project there is also the opportunity to modify the roads in the area to improve access from the Queensway area to the rest of the town centre. The project will also be designed to encourage walking, cycling and the use of public transport.

The project is at an early stage, but residents and traders are being involved every step of the way with regular update sessions being held, the first of which was held at the end of March.

For more information or to express an interest in being involved in the project, please email betterqueensway@southend.gov.uk or visit www.southend.gov.uk/betterqueensway.

**Storehouse Youth Group**

The Storehouse Youth Group was set up in November 2014 with the aim of engaging local young people aged 8-14 to take part in positive activities such as team games, sports, art and cooking.

The youth group is run by Youth and Community Workers from Southend-on-Sea Borough Council working with different services across the borough, including South Essex Homes and Southend United FC.

The group meet every Friday evening in the Storehouse: a community centre which sits at the foot of three tower blocks (Chiltern, Malvern and Pennine) on the Queensway estate. Initially they set out to develop trust, respect and honesty within the group – helping them to build positive relationships and learning to work as a team.

Trevor Brand is one of the Youth and Community Workers who runs the group. He said: “We’re keen to challenge some of the negative views some young people may have of the local community, by trying to encourage them to get involved in events such as the Southend Carnival, which will help create a more positive environment and therefore reducing ASB in the community.

“We currently average twenty young people attending the group each Friday, however the list is steadily growing! We have already seen a positive change in the attitude of the kids who come along and we are also able to offer support to their parents if this is needed.”

**Coleman Street Carnival**

Come along and join the fun on Friday 21st August in and around the Storehouse in Coleman Street, Southend. Fairground stalls, bouncy castle, fun activities and information stalls – there’s something for everyone and ENTRANCE IS FREE!
# What’s on in Southend?

<table>
<thead>
<tr>
<th>WHAT IS IT?</th>
<th>WHEN CAN I GO? WHERE IS IT?</th>
<th>ANYTHING ELSE I NEED TO KNOW?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southend Community Event 2015</td>
<td>Wednesday 5th August 2015 10am – 4pm at Priory Park, Southend</td>
<td>Entry is free. See back page for more details.</td>
</tr>
<tr>
<td>Tennis Tuesdays</td>
<td>12th May 2015 - 1st September 2015 - Every Tuesday. The event will be held in various locations across the borough and costs vary.</td>
<td>For details of your nearest session, visit <a href="http://www.tennistuesdays.co.uk">www.tennistuesdays.co.uk</a> or <a href="http://www.facebook.com/TennisTuesdaysUK">www.facebook.com/TennisTuesdaysUK</a>.</td>
</tr>
<tr>
<td>Live music at The Bandstand</td>
<td>Every Saturday and Sunday from 3-5pm through to the end of September at Southend Bandstand, Priory Park, Southend</td>
<td>Free to attend. See the Events calendar at <a href="http://www.southend.gov.uk">www.southend.gov.uk</a> for details of performances.</td>
</tr>
<tr>
<td>Puppet Festival</td>
<td>1st August 2015 &amp; 2nd August 2015 11:00 - 17:00 At Southend Pier</td>
<td>Free event but Pier admission charges apply to attend.</td>
</tr>
<tr>
<td>Leigh Maritime Festival</td>
<td>2nd August 2015 at 11:00 - 16:00 High Street, Old Leigh</td>
<td>Free to attend.</td>
</tr>
<tr>
<td>View the Vulcan Bomber - Open day</td>
<td>23rd August 2015 and 27th September 10am – 4pm At Southend Airport</td>
<td>Under 16s Free Admission £3.50 £3.00 all additional entrants Cockpit visits subject to availability.</td>
</tr>
<tr>
<td>Classic Cars-on-Sea</td>
<td>20th September 2015 at 9am At Southend seafront</td>
<td>Thanks to sponsorship from Southend seafront traders, owners who register and bring their eye-catching cars will be entitled to a free breakfast.</td>
</tr>
</tbody>
</table>

CORRECTION: Mr Glenn Ashdown was nominated for one of our 2014 Resident Awards and was named in an article about the Awards ceremony in the winter issue of Insight magazine. Mr Ashdown has requested for it to be noted that he chose to not accept this award for personal reasons so his name should be removed from the list of recipients.

If, for whatever reason, you have a problem reading this document, please contact us to discuss alternative formats available.

0800 833 160

Joining up to Social Media sites is a great way to keep up to date with all the latest news.

Why not join the growing number of people following South Essex Homes’ Twitter page or ‘Liking’ our Facebook page?

There are now 1632 Twitter followers and 239 ‘likes’ on Facebook (figures correct as at 26 May 2015).

Next time you’re online, check us out!
Mike Gatrell says…

I’d like to start by following up from my message in the last issue of Insight with an update on the fantastic achievements of three of our staff members, who completed the London Marathon back in April. Nico, Dan and Mike raised almost £7,000 between them for their respective charities and all of us here are extremely proud of their achievements. The fundraising has continued in the South Essex Homes office, as since then we’ve participated in WWF’s Wear it Wild Day in June which involved staff wearing an animal print item of clothing for the day – and we also had an animal themed bake sale. It’s good for team spirit to participate in such events, whilst also raising money for such worthwhile causes.

In addition to the extremely valuable work carried out by our Resident Scrutiny Forum, as an organisation we want to learn how well we’ve been performing from our peers. Therefore we are continuing with our Quality Assurance Programme, an external assessment of key areas of our work. This is intended to confirm where we’re doing well but, equally importantly, to let us know where we can do better.

Some members of our Tenancy Services Team will enjoy their 15 minutes of fame this summer as our local response to tenancy fraud is being covered in a BBC1 daytime TV programme, so please do keep an eye out for it on your TV Planner! This is particularly good timing because we are working with the National Fraud Initiative to crack down on this important issue here in Southend, as alongside the Council we endeavour to ensure that council housing is available to those who are entitled to it and who need it most. You can read more about this on page 4.

Everyone will know that we had both national and local elections in May. At this stage it’s a little too early to know what this may mean for housing services in the town but I will update you in future issues of Insight.

All that remains is for me to wish you a pleasant summer and I do hope that many of you will be joining us at the Southend Community Event in Priory Park on 5th August!

Best wishes
Mike

Resident Led Projects

Have you got an idea for a project that would benefit your community but don’t have the funding?

If so, South Essex Homes may be able to help. Residents are able to place a bid for a community project up to the value of £10,000 to the Resident Led Project Panel.

In the past the projects have varied but ranged from requests for patio furniture for a communal garden, a mural on an estate with the artwork designed by local young people, landscaping communal garden areas, regenerating a redundant allotment area into a wildlife garden, a kitchen refurbishment in a sheltered scheme, football equipment for a youth group and equipment for community events.

The Community Development Officers are able to help and guide residents who have suggested a project and ensure that the initiative is supported by the whole community.

If you think your area would benefit from a community project and would like to know how to develop this, please contact the Community Development Team on 0800 833160 where a member of the team will be happy to offer you support and guidance.

Community Funding

Each year the Community Event Committee makes some money available for local events in the Southend borough.

If you are holding an event for the community where you live and need some financial support, then you can apply to a panel of residents for some money towards it – up to a maximum of £100.

If you would like to know more about this funding or to request bid forms, please contact Shirley O’Reilly from the Committee on 07876 116552 or 01702 610408 or email shirley.oreilly@strf.org.uk
Southend Community Event 2015
Family Fun & Information Day

For more information, please contact Shirley O’Reilly on 07876 116552

This year, we are proud to be supporting our chosen charity:
Southend Special Care Baby Unit at Southend University Hospital
Registered Charity No: 1057266

Priory Park, Southend
Wednesday 5th August
11am - 4pm

Sponsored By:

Find us on Facebook: Southend Community Event
Follow us on Twitter @CommEvent15