

Autumn 2020 issue!

insight

The South Essex Homes
Resident Newsletter



Early Christmas picture puzzle

Be part
of it!

YOUR
FREE
COPY!

HELPFUL HINTS & TIPS!

INSIDE THIS ISSUE...

**BALMORAL
FOOD BANK**

Keys handed
over to SCOG



**FREE CINEMA
SCREENING**

All kids aged
7-12 invited



AND LOTS MORE...

- Sheltered Housing & CarelineSOS news
- Do you need special assistance?


southessexhomes
working smarter together

NEW CONTACT CENTRE

As you may have previously seen, we have made some changes in-house to how the repairs calls are handled.

The phone number to report repairs and enquiries (0800 833160) has not changed, however next time you call us please pay particular attention to the introduction message as some of the options have changed:

Please press 1 to pay your rent

**Please press 2 to report a repair
(there is then another set of options to choose from)**

Please press 3 for all other enquiries

We are dedicated to providing an excellent service and by dealing with repair calls directly, this will help us improve the overall customer service experience. The new team have settled in really well and we are pleased with how the service is being delivered – please do let us know what you think of the service you receive when you call us, we really value your feedback.



If you would prefer to report your repair by email, please include the following information in your message and send it to sehcustomerservices@seh.southend.gov.uk:

- Name
- Address
- Phone Number
- Email address
- Location of repair
- Details of repair
- Your availability (ie when you can be at home for an appointment)
- Is it routine or emergency?
- Are you an SEH tenant / leaseholder / relative or friend of resident?

SCOG TAKE OVER MANAGEMENT OF BALMORAL FOOD BANK

Over recent months our Support Services Team has expanded the food bank service previously operating from Chaucer House to reflect the increase in community demand since the COVID-19 lockdown began.

Since June the service has been running from the Balmoral Centre in Westcliff and has since supported over 400 people who were in desperate need of emergency food and supplies.

Our staff have received valuable support from other local agencies to deliver this service to date and have now handed the day to day management of this food bank over to Southend Communities Outreach Group (SCOG) for them to continue providing food parcels to these most vulnerable members of the Southend community. We will of course continue to provide our support to this project wherever it's needed.

As she formally handed the keys to Shirley O'Reilly from SCOG, one of our Support Services Officers, Maria Medina, said: "I am confident that SCOG will do a brilliant job delivering this crucial service to those local people who find themselves in need of help to get them through their most difficult days. We'd like to extend our thanks to Trish for allowing us the continued use of the Balmoral Centre and also to all the hard working volunteers at SCOG for all they do for the local community".



SCOG are keen to hear from anyone who would like to make a donation to the food bank or volunteer to help with the running of this service and their other community projects. For more information please contact:

FACEBOOK - Southend Communities Outreach Group

MOBILE - 07398 094462/ 07876 116552

EMAIL - foodbank@scog.uk

WELCOME

Welcome to the autumn issue of Insight

I hope that you and the people you care about are managing to stay safe and well during these continually worrying times.

Whilst here at South Essex Homes we are now settling down into our new ways of working, we are also very conscious of the fact that things could change again at any moment – so we are learning to expect the unexpected and ‘keep calm and carry on’ through it all!

In this issue we find out specifically from our Sheltered Housing Team what life has been like for them since the start of lockdown and we update you on the current scenario (well, as at mid-October anyway!) – see page 4.

I would like to draw your attention to the STRF article on pages 8 & 9 and the fantastic opportunity of a free cinema trip for all children aged 7-12. I have got everything crossed that this will be able to go ahead – please do get your children’s or grandchildren’s names down for tickets to secure their places!

The next issue will be coming out in January so I hope you manage to enjoy the festive period and stay safe until then.

Best wishes

Julia

Julia Pack, Editor



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Message from Mike

I hope you have been able to stay safe and well during these continuing unusual times. South Essex Homes, like many organisations, continues to follow the government’s guidance and, as far as possible, our staff are working remotely instead of working from offices such as the Civic Centre as they would have done before the pandemic started.

However, the nature of the services we provide for you means that some of that work can only be done with our colleagues actually working on site - including our caretaking, cleaning and CarelineSOS teams. Officers responsible for re-letting empty properties, ensuring fire safety and managing maintenance contracts and improvement works are also all still required to carry out their roles in and around our estates and your homes.

We therefore have a mixture of staff working in a variety of different new and continuing ways and I am extremely proud of how every member of our team has adapted to the new environment in which we are all living and operating.

It was therefore a challenge, albeit a very positive one, to set up and begin operating a new repairs reporting service for residents at the beginning of August when we took on this service from the Council. I am pleased to see that our new small team of Isabel, Victoria and Dawn, led by Caroline, have set up this new service and have immediately started to make a difference as part of South Essex Homes.

Taking on this new aspect of service on your behalf will, I believe, lead to improvements in an area we know makes a difference to every resident, whenever you may have need to report a repair or a problem in your home.

I would like to say thank you to everyone who took the time and trouble to respond to the survey request from our last edition. Your responses are proving to provide a helpful picture of what has, and in some cases hasn’t, worked in terms of the services we have provided during the past few months. Going forward, our aim will be to build into our service delivery, elements that address the points you’ve flagged with us, both good and not so good, in order that we continue to try and improve how we do what we do for you.

In closing, while it still seems a long way off, I have to acknowledge that we are now in October and the next edition of your magazine, *Insight*, will hit your doormat in early 2021 so I would like to wish you early, and hopefully not too premature, compliments of the season ready for when we reach that point of the year.

Please keep safe and stay well.

Mike

Mike Gatrell,
Chief Executive of South Essex Homes



GET IN TOUCH!



Contact us via Facebook during office hours – simply search for ‘South Essex Homes’ to find and like our page!
For general information about our services, please visit our website at www.southessexhomes.co.uk

For all telephone enquiries freephone **0800 833 160**

For general correspondence write to us at: *Insight Magazine*, South Essex Homes, Civic Centre, Victoria Avenue, Southend-on-Sea, SS2 6FY

Email: juliapack@seh.southend.gov.uk

SHELTERED HOUSING

How do things stand?

Here is summary of how our teams are operating at the moment at our Sheltered Housing Schemes, as at mid-October 2020. Please note of course that this may be subject to further amendments should government guidelines change.

- We have increased cleaning of the communal lounges which has enabled them to re-open along with the hairdressing facilities. Residents are reminded of the 'rule of 6' and the importance of ensuring that they socially distance from their neighbours while using these facilities.
 - Sheltered Housing Officers (SHOs) are in regular contact with all sheltered housing residents to touch base and check they're OK, unless they've opted out of receiving these calls.
 - SHOs are working from offices at sheltered schemes, but on a reduced basis.
 - Activities are gradually restarting where they can be carried out safely within the guidelines – for example Chair Yoga and Bingo. Residents who are keen to participate are asked to please speak to their SHO.
 - All communal areas are being thoroughly cleaned every day.
- Whilst staff may not be on site all the time, there is always someone available should residents need them so if they have any issues or concerns they can contact their SHO by telephone or email.

COVID FROM SHO PERSPECTIVE

My insight into how we've been working to keep residents safe and reassured as best as possible during COVID-19

I have been based back here since the beginning of lockdown - working from the office, talking to tenants on the telephone and also through the window of the office when someone needs to speak or ask advice.

It has been a big eye opener for me has Covid-19, in how quickly we all have adapted to a new way of working - whether it be calling all tenants each and every day in our welfare calls, just sometimes to say 'hiya how are you coping today?' to checking that they have enough food and also medication. We have also been checking if they are able to get their shopping or if not can family or friends help, as we are able to organise food parcels for some of our more vulnerable tenants. Along with that we also offered an arts project to help with all different matters of wellbeing - to help in some cases while away the hours, whether this be to ease boredom or loneliness. I have found this to be a help to our tenants here at Adams Elm, along with the keep fit exercises which were a big hit.

Our cleaner also has gone over and beyond in regard to sanitising down all washable areas along with tenants' flat doors and the laundry area each and every day. This has helped our tenants feel a little bit more at ease as knowing that this has been getting done to the extent it has, has indeed put a lot of minds at rest. There was a time in the early days that some tenants did not like the fact that we as a company had to close off the lounge area and also the communal toilets, but again when speaking with

Hello my name is Kim Watts and I work as a Sheltered Housing Officer based at Adams Elm House



our tenants and taking the time to explain the whys and wherefores about this decision, a lot of our tenants have come to terms with the things we all have to do to adjust to our new way of living at this moment in time.

I have found with someone being on site just downstairs it has made folk feel a little better, in that although people were staying in their flats they knew that someone was available to have a little chat with, and get a reassuring smile and even a virtual hug as and when needed.

I have learnt a lot about myself during lockdown. Yes it has been a weird way of life but we are all learning each and every day about what has become a new way of not only living but coping as well.

It's been hard in that you were unable to see your family or have a kiss and a cuddle. I have three small grandchildren all under 10 years old so yes we have Skyped each other and sent virtual hugs but I truly long for the day to arrive when I can hug hug hug them all as I am sure is everyone with their family - so for now look after each and every one of you all and stay safe.

Love Kim ♡

CARELINE WORKING AROUND THE CLOCK



Our key workers keeping our communities safe; 24/7

We would like to take this opportunity to thank all key workers for their continued efforts, working around the clock to help keep the nation safe, especially to our own CarelineSOS team who provide services to the most vulnerable members of the community day in, day out.

As CarelineSOS Services Manager, Deborah Hill-David explains:

"I would like to say a huge thank you to the whole team who have been working and covering for their colleagues throughout the pandemic. All normal services have continued, with help from the South Essex Homes Supported Housing Team who have been working alongside one another.

"CarelineSOS has continued to meet all of its necessary requirements and the team has also supported our other partners, with extra help at this unprecedented time.

"CarelineSOS remains at the heart of South Essex Homes' out of hours services.

We have all ensured residents are kept safe throughout the night and day and weekends by providing 'on-call' services.

"You may have read on page 2 about the new Contact Centre, which has been a huge success and residents continue to praise their delivery of the service.

"The CarelineSOS team have not stood still and have faced many challenges including following the government guidelines for COVID safe working. CarelineSOS staff have tackled any challenges that are thrown at them and have really proved they are a much needed service."

For more information about CarelineSOS please visit www.carelinesos.co.uk



24/7 fall detection service

For some of us the start of a new decade may mean facing new challenges and obstacles that life throws at us.

With our personal alarms, CarelineSOS can provide extra care and support for you and your family at whatever stage of life they are at.

Whether this be through:

- **Immediate assistance after a fall:** The falls detector will feel the impact of the fall and trigger a call to the CarelineSOS contact centre
- **Extra care and support to ensure safety and maintain independence at home:** Someone is there at the touch of a button - especially helpful for those suffering from dementia or have a care package in place, sometimes delaying or preventing the need to move into residential care.

- **After-care reassurance following admittance to hospital due to a fall:** knowing if this were to happen again, following a trigger of the alarm, help would be called for

Once a call is made to the CarelineSOS call centre, they will phone for the necessary help, whether this be the emergency services, the next of kin or a neighbour. If no response is heard the team will contact the emergency services.

A key safe will be needed in your home to ensure access can be made in the event of a fall or emergency.

If you are considering extra support for you or an elderly relative, CarelineSOS may be the answer. We offer personal alarms and fall detectors which provide help 24 hours a day, 7 days a week, 365 days a year.

Safe Haven for Older People

CarelineSOS are pleased to announce we have a permanent display at The Haven (previously the Havens Department Store) with Age Concern Southend - showcasing our pendants, personal alarms and fall detectors.

When you are next in Westcliff, please pop in and take a look!

The Haven Older People's Community Hub is based at 138-140 Hamlet Court Road, Southend-on-Sea and is a safe "haven" for older people to get help, access services and take part in activities from cookery classes and card games to belly dancing and bowls.

Visit www.carelinesos.co.uk or call us on 0800 833162 to find out more.

SOUTHEND-ON-SEA...

Thank you



Working to make
lives better
www.southend.gov.uk



Dear Southend,
How are you?

We know times have been really tough this year. So everyone at Southend-on-sea Borough Council would like to say a big thank you. Thank you to all our residents for sticking with central Government's rules and guidelines.

We're all working hard to keep our borough safe, and although it's hard, most people have been doing their bit.

Please keep it up. We are still in this. Coronavirus is still in our borough. So please keep going.

- wash your hands
- wear a face covering
- stay apart
- book a test if you have symptoms: call 119

And please self-isolate if you have been asked to by NHS Test and Trace or via the NHS COVID-19 app, or if you develop any coronavirus symptoms:

- a new and continuous cough
- a temperature over 38 degrees
- change of loss of taste or smell

Thank you for sticking with it, Southend, let's keep Southend safe.
From, Your council

PS please call if you need us:

helpline: 01702 212497

self-isolation grant/financial help: 01702 215841

or check out www.southend.gov.uk/coronavirus

South Essex Homes: 0800 833160

Working to make
lives better
www.southend.gov.uk



Working to make
lives better
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Coronavirus: Prevent the spread

Got Symptoms? Self-isolate and Get Tested

Call 119 or visit nhs.co.uk/coronavirus
to book a test

We appreciate you may be concerned
about self-isolating, but practical and
financial support could be available.

Call 01702 212497 or visit:
www.southend.gov.uk/coronavirus

#SafeAndWell

#StaySafeSouthend

LEASEHOLDERS! Thinking of selling your property?

We may be able to help
with a quick and
hassle-free sale.

Simply email
housingdevelopment@southend.gov.uk
to find out more

BETTER QUEENSWAY

PLANNING APPLICATION SUBMITTED



A planning application for the £500 million Better Queensway regeneration project has been submitted.

This hybrid application covers the overall masterplan for the site, as well as the details of the highway changes, and will be determined by the Council's Development Control Committee in the coming months.

Throughout the project further detailed planning applications will be submitted by Porters Place Southend-on-Sea LLP for the various phases of development.

Should the plans be approved, the four tower blocks that form the current Queensway estate would be demolished in stages and replaced with a high-quality development of up to 1,760 modern new homes.

The plans include new homes for all secure tenants and leaseholders currently living on the estate, as well as additional new affordable housing for Southend-on-Sea and homes for private sale aimed at local buyers.

The development will also include:

- private outdoor space for every home, with a balcony, terrace or garden
- attractive new public spaces, safe walking routes and 190 new trees planted
- a central concierge with CCTV and ground maintenance staff
- safe play areas for children
- improved links to the town centre
- commercial spaces, helping boost employment and support local business growth
- energy efficient and economical homes, with electric car charging points.

The application also includes 512 genuinely affordable homes: 300 social rented and 12 shared equity homes will be delivered through a planning agreement, and 200 shared ownership homes through a contractual commitment in the approved business plan. The Council and Swan are also intending to deliver an additional 100 genuinely affordable homes through a separate contractual agreement.

Geoff Pearce, Chair of the Porters Place Southend-on-Sea LLP Board and Deputy Chief Executive of Swan Housing Association, said:

"We hope to receive approval in early 2021 so work can begin to transform this significant area of Southend town centre into something which truly reflects the spirit of Southend-on-Sea and can be enjoyed by residents and visitors alike."

CLLr Ian Gilbert, Leader of Southend-on-Sea Borough Council, said: "The Better Queensway project is the largest housing-led regeneration project in Southend's history. It has taken us seven years to get to this stage, during which time we have received invaluable input from residents, businesses and community leaders about the sort of neighbourhood and community they wish to create and would see their families grow up in. And for that I must offer a massive thank-you. It is now time to take it further forwards and deliver."

You can view the application on the Council's planning portal.

You can find out more and pledge your support for the project at www.betterqueensway.co.uk.



NEWS FROM YOUR FEDERATION

Don't lose your Street and Block Voice! (S/B/V)

We are looking to promote the Street and Block Voice (S/B/V) positions, as previously there was a misunderstanding on how the street and block voice works. The Street and Block Voices are there for the benefit of their neighbours and not only for themselves. I have listed below what you are meant to do as a S/B/V and what the resident's perception of them are.

WHY NOT BECOME
YOUR STREET AND
BLOCK VOICE?



The way a street/block voice works is as follows: -

The Street or Block Voice (S/B/V) helps out their residents only if needed. Residents come to them for general advice. Help with reporting anything that they need reporting, if they are unable to do this themselves. - Ask where to get help if they need it. - Information on upgrade work in their block or street (this would be supplied from SEH). - But that is not the full list, as each S/B/V will be able to tailor their area/block to their resident's and their own needs. They will have help from the Federation while they are setting up a S/B/V with full support going forward.

The Street or Block voice will be contacted by the Federation about once every 3 months or so, to see how they are working and asked to give a small update on their S/B/V area. That report is an informal chat on how things are going and if they need anything to help them do their job as the S/B/V. They would not, if they do not wish to, have to attend meetings.

They can if they wish, but do not have to, produce a newsletter that would be distributed to their residents. Training is available on producing a newsletter if needed.

If you know of anyone who you think would like to do this for their neighbourhood, then please pass this on to them, as the more S/B/V's we can get the stronger we will be. If you have any questions around this, then please get back to me.

There is a great chance that if we do not get your support and there are very few S/B/V's then they will go, if this happens then they will be gone for good. We do not want this to happen, as you are the voice of the residents, tenants and leaseholders.

Are you missing out on all that is going on around you as a Resident?

The Federation receives information from SEH, their contractors and other parties and tries very hard to pass this on to all residents, in as quick a method as possible.

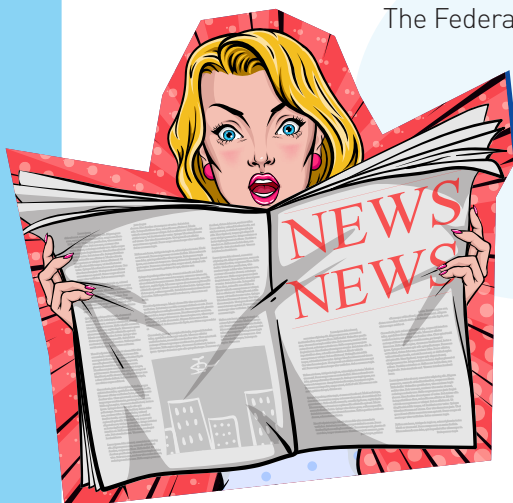
A lot of events and interesting items have passed by, by the time Insight is published each quarter. Residents wait for Insight to be sent through their door before finding out much of the news and upcoming events.

With this in mind the Federation is comprising a list of residents who would like to be informed way ahead of the normal channels. While we post events and news on our Facebook page, we acknowledge that not everyone has internet access or is on Facebook.

If you would like to be included in sharing information this way, then we need you to inform us of your email address or home address, to enable us as quickly as possible to send you relevant information on news or events for your area. We will not bombard you with unnecessary emails and will keep all information strictly confidential and to the GDPR guide lines.

Send your details or email to the Federation via info@strf.org.uk or through a message on Facebook or by letter to Chloe Hague, SEH, Civic Centre, Victoria

Avenue, SS2 6FY, marking it 'STRF Information Please', then we can send you important and relevant information straight away with no waiting. This way we are one big community and not individuals.



WINTER IS COMING

IT'S NOT BEING
NOSEY, IT'S BEING
NEIGHBOURLY.

Please remember the winter is coming and we must all as neighbours look out for each other during the cold and wet weather. The Federation would like you to check on your neighbour if you have not seen them as you normally would. Inform SEH on 0800 833 160 of any concerns you have regarding your neighbours. It's not being nosey, it's being neighbourly.



STOP PRESS NEWS!

See below for important information about our FREE Children's Christmas Cinema trip and details about how we will be holding our monthly meetings.



CHILDREN'S CINEMA TRIP

Would you like to be part of the cinema trip that is being arranged by the Federation to see a children's film at the Odeon, Southend? We have 500 tickets to give away so don't delay.

This will be on one of the following 3 days - 21/22/23 December.

All you have to be is a child aged between 7 & 12 of an SEH/SBC tenant, resident, leaseholder or leaseholder's tenant.

If you are, ask your parent or guardian to email keith.ducker@strf.org.uk marked 'STRF CINEMA' or telephone 01702 309064 leaving your name and telephone number or drop a note to Keith Ducker, 154 Gainsborough Drive, Westcliff-on-Sea, SS0 0SN marking it 'STRF CINEMA' and give your parent or guardian's name, your name and address, providing your date of birth.

Closing date for tickets is 30th November 20. You will then be sent a ticket with a date on it for you to attend at 9:30am for a 10am showing. No late entry.

We are looking for registered carers and parents to accompany the children with no cost to them! We need 16 per day, so if you could do this then please contact Keith Ducker at the details above to let him know.



MONTHLY ZOOM MEETINGS

Due to the current situation we are unable to hold our normal meetings in the Civic Centre on the last Tuesday of the month but will instead be holding regular Zoom meetings on the same date at 10.00am. If you would like to attend these meetings then please contact keith.ducker@strf.org.uk, you will then receive an invitation to attend the meeting on the Monday before the meeting takes place. If you do not have Zoom on your computer it can be downloaded from zoom.us for both Windows and Mac computers and is also available for mobile devices through your App store.

We will be trialling a drop-in meeting running alongside the Zoom meeting for those people without internet access. This will be held at The Balmoral Centre, Salisbury Avenue, SS0 7AU. Social distancing will be maintained throughout this event & face masks must be worn. The meeting will be attended by representatives of South Essex Homes and you will need to provide them with your full contact details before admission.

If you are attending the Balmoral Centre please be there at 9.45am to allow for registration.



Lastly the Federation would like to wish you
a very Happy Christmas from us all

Keith Ducker STRF Chair



DO YOU REQUIRE SPECIAL ASSISTANCE?

We are doing some work in our sheltered schemes to identify residents who would need special assistance in the event of a fire or other emergency where it was necessary to carry out a building evacuation. This may include, for example, if they:

- have sight impairment
- have hearing deficiencies
- depend on using an oxygen machine
- have mobility issues
- have any other difficulty that could mean they need additional help

We would also urge people to get in touch with us if they are living in one of our general needs residential blocks of flats across the town if any of the issues listed above apply to them. This is to ensure we know to inform the emergency services of anyone needing additional help in the unlikely event of an evacuation.

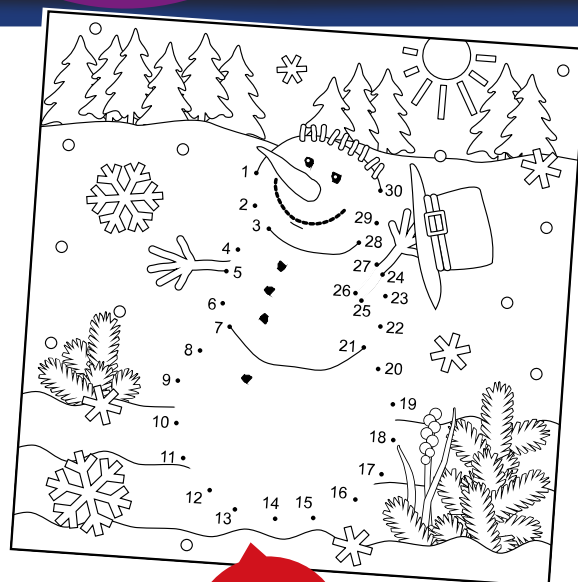
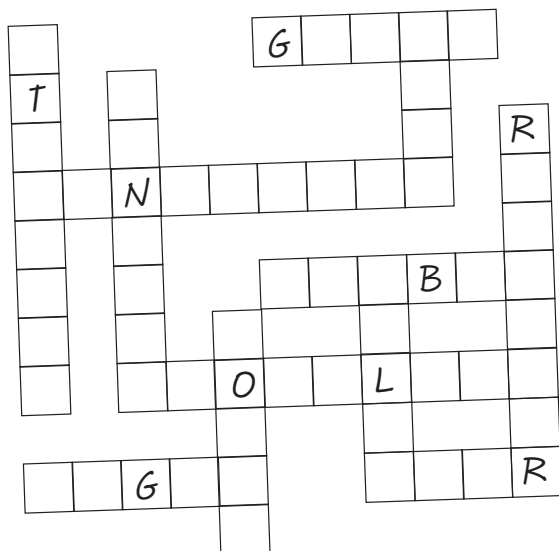
Please contact our Fire Safety Manager
Graham Hart by calling him on 07557 845254
or by email to grahamhart@seh.southend.gov.uk.

If this sounds like you, then please contact us and we can arrange a welfare visit to ensure you have everything in place to keep you safe.

XMAS PUZZLES

As this is the last issue of Insight this year, we thought we'd include a Christmas crossword to help you get in the early festive spirit!

In a bit of a change to the norm, the clues are shown in pictures instead of words but we haven't told you where each word goes! Can you work it out?



Join the dots and colour me in!



KEEP COMMUNAL AREAS CLEAR!

In order to keep our residents safe, and in line with fire safety requirements, it is specified in our conditions of tenancy that residents are not allowed to keep any items outside their front door within the communal areas of blocks of flats.

This is mainly because such items are trip hazards to their neighbours and the resident themselves, especially so if there were to be a fire and emergency services needed to gain access to the flat with limited visibility.

Unfortunately we are aware that some residents continue to store items in communal areas so to address this matter, from now on our Estate Services and Tenancy Services Teams will place sticker notices on items to warn the owner that unless they remove them by a specified date, we will.

The owner will be charged for all costs incurred if we have to remove their item(s) and action will be taken against them for this breach of tenancy.

When it comes to the safety of our residents, we are not prepared to take any chances. If you have a communal area outside your front door, please do ensure it is kept clear at all times for the safety of your neighbours as well as yourself. If you are aware of someone who is breaking these rules, please contact your Tenancy Services Officer to report it. This includes everything from smaller items such as door mats and pot plants, to larger items such as bicycles and scooters.

Whilst we are on this subject, we would urge residents of all the properties we manage, not just flats, to take the time to check that everyone in your household knows what to do in the unlikely event of a fire – and ensure your escape routes are fully accessible and clear of obstacles.

The poster going on notice boards of each block

WARNING

Rubbish and bulk items must not be left in any communal area.

Perpetrators will be charged for all costs we incur to clear the site.

southendhomes
making sense together

WARNING!

It is a breach of your tenancy to store items on the communal landing. You have 7 days to remove this item or it will be taken and disposed of without further notice and you will be charged for all costs incurred.

Date:

Time:

southendhomes
making sense together

Examples of the warning stickers that will be used

FINAL WARNING!

It is a breach of your tenancy to store items on the communal landing. You have 24 hours to remove this item or it will be taken and disposed of without further notice and you will be charged for all costs incurred.

Date:

Time:

southendhomes
making sense together

WASTE?

Sort it out!

It will not surprise you to know that one of the issues we receive the most complaints about is the inconsiderate disposal of household rubbish.

Please be especially mindful of how you dispose of any medical items in the current climate – items such as masks, gloves and tissues should be placed in a black sack (or clinical waste unit if appropriate) which is securely tied and stored somewhere it cannot be disturbed prior to collection.

Please dispose of all your waste and recycling responsibly and do not put bags outside any earlier than the night before your waste collection day. Rubbish bags left outside can attract animals and can lead to a big mess – which is unpleasant both for other residents and for the people who clean it up.

Here is a reminder of how to sort your waste:

Blue box - for paper and card

Houses across the borough have their paper and card collected separately in a blue box. Just remember:

- Plastic bags or plastic wrapping must not be in the blue box.



- Your recyclable materials should be placed loose inside the box. Please do not place in plastic bags.
- Please put your blue box out by 7am on your collection day. Collections can happen at anytime during the day but will be completed before 6pm.

Pink sack - for dry mixed recycling

Mixed recycling is collected in pink sacks. This is for all your other recycling.

Cans, tins and foil:

Household plastic packaging:

Glass bottles and jars:

Please put the recycling in your pink sacks loose and not in other bags.

Please remember:

- Recycling needs to be free from food and liquid residues before going into your pink sacks, rinsing it if needed. Food and liquid residues mean the recycling is a lesser quality and difficult to recycle.
- Please do not put paper, card, food, clothing or other textiles into your pink sacks.



- Your pink sacks should not be used for non-recyclable waste.
- If we didn't collect your pink recycling sack and there is a sticker on it, please remove the unwanted items and the sticker, and present your sack again on your next scheduled collection day.

Blue food waste bin - for cooked and uncooked food waste

Food waste is collected separately in your blue food bin and green compostable bin liners are supplied by Veolia.



Small electrical items

Small electrical items - please use a plastic shopping bag to collect your items and leave next to your pink sack.

Clear recycling sack - for textiles

Textiles are collected separately in clear recycling sacks.

Anything other general waste – please place in a black rubbish sack.

Bulky waste - Veolia will collect bulky waste from the kerbside for a fee. Find out more at Veolia.co.uk/southend

Christmas Fire Safety

Inspect all Christmas lights for any sign of wear and tear and do not leave on when the property is unoccupied or when asleep.

Ensure they have the correct kite mark and correct rated fuse in the plug.

If using extension leads no more than 3 sets of lights should be plugged into it.

Ensure all extension leads are uncoiled and do not place under rugs or mats.

Place your tree as far away from any heat sources, curtains or furnishings as possible.

Ensure natural Christmas trees are kept watered to prevent the tree from drying out.

Take care with candles, incense sticks or oil burners. Do not place them near combustible materials such as curtains.

Do not leave lit candles unattended and ensure they are put out before going to bed.

Do not place extension lead sockets with plugs in under your tree covered over by gifts.

Keep decorations and cards away from candles or other heat sources such as open fires and electrical fittings.

When cooking Christmas Dinner never leave your property to enjoy the neighbour's company leaving the kitchen unattended.

Never attempt to cook under the influence of excess alcohol.

If smoking ensure all cigarettes are extinguished and never drop into a litter bin immediately after smoking.

NHS

'JUST THE FLU?'

The flu virus kills thousands every year. The flu vaccine is the best protection for you and those around you.

JUST GET YOUR FREE FLU JAB

Ask your pharmacist or GP if you're eligible.

Flu
vaccine
help us
help you

AM I AT INCREASED RISK FROM THE EFFECTS OF FLU?

Flu can affect anyone but if you have a long-term health condition the effects of flu can make it worse, even if the condition is well managed and you normally feel well.

You should have the free flu vaccine if you are:

- pregnant or have a long term condition such as:
- a heart problem
- a chest complaint or breathing difficulties, including bronchitis, emphysema or severe asthma
- a kidney disease
- lowered immunity due to disease or treatment (such as steroid medication or cancer treatment)
- liver disease
- had a stroke or a transient ischaemic attack (TIA)
- diabetes
- a neurological condition, eg multiple sclerosis (MS), cerebral palsy
- a learning disability
- a problem with your spleen, eg sickle cell disease, or you have had your spleen removed
- are seriously overweight (BMI of 40 and above)

People on the NHS Shielded Patient List for COVID-19 are all eligible for a free flu vaccine and it is really important this year that they receive it. This list of conditions isn't definitive. It's always an issue of clinical judgement. Your GP can assess you to take into account the risk of flu making any underlying illness you may have worse, as well as your risk of serious illness from flu itself.

We want to reduce the chances of those vulnerable to COVID-19 from getting flu.