

South Essex Homes' Service Area Updates – May 2021

DEPARTMENT	UPDATE
<p>CarelineSOS</p> <p>From Deborah Hill-David</p>	<p>Careline have now chosen their new platform for future independent living options and 24/7 monitoring. The Umo platform works with all different peripherals and will be able to talk to the latest Telehealth interventions as and when they are launched and requested by social services and individuals alike. The team are busy cleaning up the database and are very busy on all shifts. You will speak with new members of staff when you interact with Careline so please ensure that you say who you are and what you do and try to be patient with the new team members. It's difficult for everyone learning new things.</p> <p>Our repair team contact centre is losing one of its founder members who has worked tirelessly to provide an excellent service to our residents and other colleagues. Tori will be sorely missed but is moving on to great things. There will be the usual back lash when losing an experienced member of staff whilst training the new ones so please bear with us for a couple of months and our other two team members really need their summer break as they too have been pivotal to the excellent customer service being delivered.</p>
<p>Communications</p> <p>From Julia Pack</p>	<p>Work is well underway on our new website following resident and staff workshops that took place in April. We are waiting to receive first draft of the 'wireframe' site from the web developers. We hope to launch in July 2021.</p> <p>We are coordinating a review of all policies and procedures to standardise their appearance and ensure they are easy for staff and residents to find via the new website.</p>
<p>Estate Services</p> <p>From Tony Holliday</p>	<ul style="list-style-type: none"> • Caretaking and cleaning plan continues to meet expectations with an increase in standards in line with coming out of lockdown • Recruitment drive to fill vacant posts • Fire door and window maintenance on schedule with this year's annual programme . Over 90% of long term non access properties now completed. • Grounds maintenance - Grass cutting commenced at full speed due to recent rapid growth. Additional planting taking place to help us meet environmental sustainability and also improve the surroundings of the Estates. • SEPS Security, additional bore hole cover completed. Additional security commenced at Barringtons due to faulty door intercom.

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	<ul style="list-style-type: none"> SEPS Cleaning , Majority of Covid testing sites now closed (security and cleaning) Normal cleaning resumes at a number of sites alongside daily covid clean. Deep clean completed at Castle point building
Finance From Rebecca Coleman	Following some staff changes, Finance are settling into the new dynamics of the team and working towards our annual external audit in July.
Fire safety From Graham Hart	<p>Fire Safety Awareness Sessions have started with EMT & Hostel staff the 1st receive the training. 24th June & 1st July 2 More Sessions for Sheltered Staff and other members of South Essex Homes anybody welcome.</p> <p>Fire Risk assessments still being carried out along with Sprinkler repairs within the Hostels.</p> <p>Annunciation system at Longbow fitted by Keith Spencer & PFS Ltd, demonstrations being carried out to ECFRS Personnel.</p> <p>Compartmentation works to begin within some of the Hostels.</p>
Projects Paul Longman	<p>Balmoral Refurbishment Works – Project currently being evaluated contract award expected shortly</p> <p>Cecil Court Sprinkler installation – Project currently being evaluated contract award expected shortly</p>
Property Services From Russell Haynes Capital and Planned Maintenance team	<p>Works have continued on the Decent Homes side. Programmes are currently in various stages of Tender preparation.</p> <p>Recent award of the Window Contract has been made and awaiting Contracts to be signed.</p> <p>Bishops House Lift Refurbishment due to start soon.</p>

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<p>From Louise Morl</p>	<p>All works at this time are still subject to Covid restrictions and any possible changes made by Government.</p> <p>Please refer to attached list of works programme.</p> <p>We are now resuming our normal routine repairs service, however, please bear with us whilst we make this transition in order that we can catch up with the back log of repairs. We appreciate your patience at this difficult time.</p>
<p>From Michael Bryant</p>	<ul style="list-style-type: none">• Live procurement projects currently running:<ul style="list-style-type: none">M2122-02 Window Replacements, Boroughwide. Contracts being drawn.M2122-03 Heating Upgrades, Boroughwide.M2122-04 Roof Replacements, Boroughwide. Evaluation underway.M2122-10 Installation of Sprinklers at Cecil Court. Evaluation underway.M2122-11 Balmoral Towers – structural and refurbishment works. Evaluation underway.M2223-01 Gas Servicing & Maintenance Stakeholder scoping meeting complete. Now producing Tender documentation.• Tender documents being prepared (in addition to those from Russell's Team) for :<ul style="list-style-type: none">M2021-13 Water Tank Replacements, Riverstone• Renewal of Corporate procurement projects complete:<ul style="list-style-type: none">○ Print Services framework○ Telecare Services framework <p>Other work streams:</p> <ul style="list-style-type: none">• Major project to ensure the six key H&S strands (Fire Safety, Asbestos, Water Safety, Electrical Safety, Gas Safety, Lift Safety and High Rise Window Restrictors) are managed efficiently and fit for the upcoming Building Safety element of the Housing White Paper.• Working with Sheltered Team to manage regime of flushing of taps in communal facilities of sheltered & hostel accommodation. Training for relevant staff has been arranged.

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	<ul style="list-style-type: none"> • KS continues low rise FRA's and other H&S related functions. Kerry is also working to formalise our Lone Working policy and ensure appropriate measures are enabled for staff on site.
<p>SEPS</p> <p>From Lynsey Hurd</p>	<p>South Essex Property Services are continuing to explore new business opportunities both with Southend Borough Council and the wider community. We are currently working on a new SEPS website which we hope will be live by the summer.</p>
<p>Specialist Income Management</p> <p>From Laura Thomas</p>	<p>The Income team continue to largely work from home with just one member of the team in the office covering our printing and posting. We are largely continuing business as usual with the exception of some court and eviction restrictions still in place. As we have done so over the past year or so we are continuing to speak with residents about their arrears and other matters by phone, email etc. We have had some staffing changes with Jan Byrne and Lesley Palfreman now job-sharing and Terri Street returning to her role as an Income Management Officer.</p> <p>We are very busy in Leaseholder Services with lots of Pre-Sales enquiries (LPE1 forms) and Right to Buy applications. We continue to promote the Leaseholder Services email as the best way to contact us regarding Leasehold and Right to Buy matters (LeaseholderServices@seh.southend.gov.uk).</p> <p>We are hoping to have a face-to-face team meeting outside soon (weather permitting) now that the covid restrictions allow it and it will be lovely to see everyone face-to-face.</p>
<p>Tenancy Services</p> <p>From Paul Davey</p>	<p>Tenancy Services are currently short staffed, we have two vacancies, which I will be filling early part of June 21. Also, some staff on leave and sickness. This has made it hard on the team and arrangements to cover areas whilst the vacancies are in place. East 1 is currently being covered by Hayley Sharman and Teri Bedford and East 4 being split amongst the other team members. We are currently reviewing all the policy and procedures within Tenancy, which is time consuming, but will be beneficial in the long term. Performance on voids has raised a concern, which we are working with our contractors to get this back on track. ASB is high in the borough, which has seen an increase since Covid came into play.</p>