

Autumn 2022 issue!

# insight

The South Essex Homes Resident Newsletter



Residents have been busy creating a new mural for the scheme



**YOUR FREE COPY!**

Be part of it!

**HELPFUL HINTS & TIPS!**

**INSIDE THIS ISSUE...**

**COST OF LIVING CRISIS**

4-page special



**LIFTING THE ROOF**

on Domestic Abuse



**AND LOTS MORE...**

- Our performance - what we are doing to keep your homes and neighbourhoods safe
- Work we are doing to help residents 'Achieve, Thrive, Flourish'!

# HM Queen Elizabeth II

South Essex Homes and South Essex Property Services joined the nation in mourning the death of Her Majesty Queen Elizabeth II on 8th September 2022.

Roger Eastwood, the Chair of South Essex Homes, and George Sutherland, the Chair of South Essex Property Services, said: "We join the rest of the nation in expressing our very great sadness at the news regarding the death of Her Majesty The Queen.

"Her Majesty the Queen was our longest reigning Monarch, and was rightly loved and respected across the world. Our thoughts are with The Royal Family at this deeply sad time."



## DISREPAIR CLAIM SCAMS



**We are continuing to hear examples of unscrupulous claims management companies approaching our tenants, encouraging them to make disrepair claims against South Essex Homes.**

Often these approaches are cold calls but the company phoning may have a certain amount of information about the tenant or may even claim they are phoning on behalf of South Essex Homes or the Council.

They appear to be very friendly and keen to help you, but they may convince you to sign a 'no win no fee' arrangement that in fact has lots of additional charges hidden in the small print.

We carried a full article in the summer issue of Insight warning about this scam and have published more details on our website about it and what to do if you are approached by one of these companies.

Visit our website and search for 'disrepair' to read more.

## RESIDENT SCRUTINY FORUM

The Resident Scrutiny Forum (RSF) was formed in 2012. The group was originally made up of six Residents who were interviewed to ensure candidates who were selected had the right kind of skills to scrutinise South Essex Homes' performance and services.

The Resident Scrutiny Forum have at this time just three members and are looking to recruit new members to join us.

If you feel that you can work alongside others, and are like-minded and dedicated and you have some free time to spare please contact us.

You will need to be a Resident or a Leaseholder of South Essex Homes.

On an ongoing basis the group are looking at how satisfied Residents are with their Housing Services overall and whether South Essex Homes are meeting its targets.

*Thank you from Chris, Brenda and Diane*



Resident Scrutiny Forum

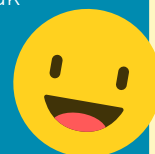


To find out more or express an interest please contact Sue Rickard in the South Essex Homes Support Services Team via email to [suerickard@seh.southend.gov.uk](mailto:suerickard@seh.southend.gov.uk) or contact the team on:

**Chris McPhillips RSF CHAIR -**  
Email: [chris.mcphillips@sehscrutiny.co.uk](mailto:chris.mcphillips@sehscrutiny.co.uk)

**Brenda Tilley RSF VICE CHAIR -**  
Email: [brenda.tilley@sehscrutiny.co.uk](mailto:brenda.tilley@sehscrutiny.co.uk)

**Diane Nicholls RSF SECRETARY -**  
Email: [diane.nicholls@sehscrutiny.co.uk](mailto:diane.nicholls@sehscrutiny.co.uk)



# WELCOME

## Welcome to the autumn issue of Insight!

After such a lovely summer, I'm feeling the change of season even more than usual this year! Although I do love this time of year as the leaves change colour and I drag my cosy winter woollies from the back of the wardrobe!

With the current cost of living rises affecting us all, we felt it was really important to share some advice and information about steps you can take to minimise the effects of the crisis on your household, so we've gathered lots of information and advice from trusted websites and our own specialists here at SEH into a four-page special on pages 4 to 7, which we hope will be useful.

In our second four-page special in this issue, we are sharing details of how we are performing as an organisation in terms of our response to safety issues and looking after your neighbourhood. We are committed to being open and honest with you about the issues that matter to you and I hope you find this interesting.

It's hard to believe that we are fast heading towards the end of the year. As the next Insight will be coming out in early February 2023, I'd like to take the chance to wish you a wonderful time over the festive season!

*All the best, Julia* Julia Pack, Editor



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## Message from Mike

The main thing on most people's minds at the moment is the cost of living – with prices going up left, right and centre.

Both Southend-on-Sea City Council and South Essex Homes are experiencing the impact of this cost of living crisis across all the services we provide and that's leading us to look at the finer details of all aspects of our finances and the cost of the services we currently provide.

As the situation develops in terms of heating costs, fuel prices, cost of materials, inflation – and all the other cost of living pressures – we will increasingly be able to understand what we'll need to do to balance our budgets and what impacts these issues may have on future services.

Of course as these issues become clearer we will then be able to let you know what this is looking to mean for your housing service.

I would strongly urge everyone to read the articles in this edition of Insight from page 4, which share advice and information on how you can address some of the challenges you're likely to be facing personally during the cost of living crisis. This also includes details of some of the excellent local services we are fortunate to have access to here in Southend, should you find yourself in difficulty and unable to afford essential items. I hope you find this useful.

It is an unfortunate fact that at times of financial pressure, the levels of reported domestic abuse always increase. As has been mentioned in previous editions of Insight, South Essex Homes is actively progressing national DAHA (Domestic Abuse Housing Alliance) accreditation and in this issue you will find details of upcoming awareness events relating to this important topic.

Apologies if my comments in this issue of Insight have been perhaps more serious than previous articles,

but it isn't all doom and gloom! I was pleased to read the article describing work being carried out with our partner organisation 'Achieve Thrive Flourish' (ATF) at the Mendip Wildlife Garden, as well as the fantastic sporting sessions being held for young people across the city. I would encourage you to read the article on page 17 to see some of the good work happening in your communities.

I know this edition will be dropping on your doormats in November but I hope it isn't too early to wish you advance compliments of the festive season and to share my best wishes for a more positive and hopefully beneficial 2023.

*Best wishes,  
Mike*

**Mike Gatrell,  
Chief Executive  
of South Essex  
Homes**



## GET IN TOUCH!

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](mailto:juliapack@seh.southend.gov.uk)

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](http://www.southessexhomes.co.uk)



# COST OF LIVING CRISIS

Each and every one of us is affected by the cost of living crisis we are currently living through. We thought it would be helpful to pull together some advice and information from trusted sources online and locally to provide you with a guide to help you through this difficult time.

From checking you're getting the best from your energy tariff, to energy saving tips, through to support and emergency help available locally and more - there should be some information in the next four pages that may be of help to you as we all feel the pinch with our bills this winter.

**WE HOPE YOU FIND IT USEFUL...**

## Do Your Research...

### Are you getting the best from your heating system?

#### Check your meter

If you have a gas boiler - you should have a 'single rate meter' where using energy costs you the same regardless of the time of day. This is the most cost-effective way to run a gas-fired boiler so if you're not on a single rate meter, ask to change it.

For the small number of our properties that have electrical storage heaters you should be on a dual rate meter, as you will benefit from much-reduced electricity rates during the night.

#### Check your tariff

In normal times, comparing energy suppliers and switching to a new supplier is often advisable, however current advice while the market is in crisis is that there are no meaningful savings to be made for the majority of people cheaper than the price cap, so you are best to sit tight with your current provider at the present time.

However, your existing energy supplier is required to provide you with details of different tariffs that they offer if asked, some of which may be cheaper than what you are

currently paying. A quick phone call to your supplier will let you know if you're on the best possible deal and if not, you can ask them to talk you through the alternatives and opt to change to a better tariff with them if you want to.

#### Check your thermostat settings

The thermostat for your central heating system is used to control the heating in your home. Depending on your needs, you can set your thermostat to a preferred temperature and if your home's temperature drops below your chosen ideal temperature, your thermostat will switch the heating on to warm it up. When your temperature has reached the desired point, the thermostat will then turn the heating off to prevent overheating and wasted energy.

An excessive heating bill can be reduced with the 'step-down' challenge. By turning your thermostat down by just 1°C, you can save up to 10% on your heating bill. The typical heating range is between 18- 21°C... so why don't you see how low you can go?

It is also important to avoid the classic mistake many people make with their thermostat. Contrary to popular belief, turning up your thermostat does NOT heat up your room quicker. This method will only send your energy bills skyrocketing.

# Money Makeover

The Money Saving Expert website provides lots of advice to help manage the increasing energy prices, and other rising costs such as food and fuel. One of their big tips is to do a money makeover to save yourself potentially thousands of pounds per year.

## 1. Double check your direct debits

Take a look at what is coming out of your bank account and write down every direct debit. You may notice that you have some set up that you have completely forgotten about or stopped using. Are you still using Disney+ now that you've finished your favourite show on there? Has your child accidentally signed up for a monthly payment to a game on your phone? You could save yourself money you didn't know you were spending.

## 2. Shopping

It is not always necessary to buy name brand products as many supermarket own-brand products are just as good, or even sometimes exactly the same!

Of course, for some products you may taste the

difference but items such as paracetamol can be packaged and branded differently for period pains, and marked up in price, but the actual product is the same as you would find in the cheaper alternative.

It's also a great idea to get signed up to all the supermarket loyalty schemes as it costs you nothing but can get you some good deals on products that you would be buying anyway.

## 3. Haggle your suppliers

Always check for cheaper! If your car insurance or broadband is up for renewal, don't just settle with the price that your current provider asks for.

Do some research and find cheaper prices from other companies and take this to your current provider. They will likely agree to lower their price to keep you as a customer, and if not then you know that you can change providers and save the money you would have spent!

**To find out how to effectively save the money that you are putting away from this Money Makeover, visit the Money Saving Expert website – [www.moneysavingexpert.com](http://www.moneysavingexpert.com) - for lots of tips and advice about how to pick the best savings account for you.**



### 1. Wet Appliances

Washing machines, tumble dryers, and dishwashers make up around 14%\* of an average household energy bill. This does not mean to say that we should avoid using them completely, using a dishwasher will actually help you to save on your bills compared to washing up by hand. However, avoiding using the tumble dryer could save you around £70 a year.

Make sure you also use an 'Eco Mode' if your appliances have one, this will use less energy. When using the washing machine, set it to a low temperature. Your clothes will still be clean, but it will use less energy than a hot wash. It is also a good rule of thumb to avoid doing half loads on any of these appliances, save up enough clothes or dishes for a full load so that you don't have to run them too often. Reducing the temperature and doing one less load a week on the washing machine and dishwasher could save you a total of £51 per year.

### 2. Cold Appliances

Fridges and freezers account for around 13% of the average energy bill, as they are constantly on and consuming energy. These appliances have an average lifespan of 17 years, so it is a great idea, if you are buying a new one, to invest in some of the

more energy efficient models.

Defrosting your freezer regularly means the motor doesn't have to work so hard. Even defrosting frozen food in the fridge before cooking it can help to reduce the amount of energy the fridge needs to stay cool.

### 3. Consumer Electronics

This refers to laptops, computers, gaming consoles, and TVs, which can account for an average of 6% of our energy bills.

The easiest change is to make sure that you are not leaving your devices plugged in and on standby as they can eat up energy even when not in use. This simple action could save you an average of £65 per year on your bills. It is also worth noting that TVs with larger screens will understandably use up more energy, so bigger isn't always better!

### 4. Lighting

Lighting can use up around 5% of the average energy bill, the easiest way to decrease this is to replace your bulbs with LEDs if you haven't already. This could save you an average of £65 per year.

Another easy save that we all know by now, is to simply make sure you are turning off your lights if you are not using them or if you are in another room. This can save you an average of £25 per year.



### 5. Cooking

Around 4% of the average household energy bill is spent on powering up kitchen appliances such as the oven, hob, kettle, or microwave. One important thing to note is that microwaves are more energy efficient than ovens as they don't need to heat up the air space, so if you have the option to cook something in the microwave, you could save yourself some money.

Remember that if you're cooking in the oven or on the hob, you are usually using the same amount of energy to cook one meal than you would use to cook multiple portions. It's therefore worth batch cooking several meals at once and then storing the extra portions in the fridge or freezer to be re-heated in the microwave another day. Some dinners, especially curries, taste even better when they're re-heated!

\*Figures taken from The Energy Saving Trust, based on the October 2022 energy price guarantee

# TO HEAT

# OR NOT TO HEAT

*Considering turning your heating off?*

**Advice is very mixed when it comes to the pros and cons of turning off heating altogether, or in certain rooms that have little or no use – but the health of yourself and anyone else living in your home should be a major factor if you're considering your options at the moment.**

Some people maintain that it costs more to re-heat a home from scratch if it's been left to get cold with the heating off, than it is to keep it at a regular ambient temperature throughout the home – whereas other sources claim it is fine to turn off heating altogether for a period of time. Some also argue that if you leave heating off in a particular room and close the door, the cold air may seep into surrounding rooms where the radiators then need to work even harder to maintain the ambient temperature, in contrast others promote this as a useful way of reducing heating costs.

Unfortunately, there are no definitive answers to these queries and we acknowledge that during this cost of living crisis, some people are having to make difficult decisions about what costs to prioritise and we are all facing the uncomfortable truth that some people may be considering turning off heating this winter, to some extent, due to financial concerns.

If you are facing this difficult choice yourself, we would encourage you to get in contact with us and we will be happy to provide advice and support through this difficult time.

## The effects of cold homes on our health

The cold thickens blood and increases blood pressure - and breathing in cold air can increase the risk of chest infections. So it's all the more important to ensure your home and the homes of people you look out for are the right temperature.

Ideally you should heat your home to a temperature of at least 18 °C. This is particularly important if you have reduced mobility, are 65 or over, or have a health condition, such as heart or lung disease. Having room temperatures slightly over 18 °C could be good for your health.

If you are under the age of 65, active and wearing appropriate clothing, you may wish to keep your home at a comfortable temperature even if it is slightly lower than 18°C.

Overnight, people who are 65 and over or who have pre-existing health conditions may find bedroom temperatures of at least 18 °C are good for their health; this may be less important if you are a healthy adult under 65 and have appropriate clothing and bedding.

It is important to keep your bedroom window closed at night when the weather is cold.

## Keeping the heat in

There are some simple steps you can take to keep heat inside your home:

- Keep external doors and windows closed as much as possible, but open trickle vents if you have them to aid ventilation
- Fit draught proofing to seal any gaps around windows and doors. A simple draught excluder can prevent draughts coming in through gaps at the bottom of internal doors, even an old jumper or blanket will do the trick!
- Draw your curtains at dusk to help keep the heat generated inside your rooms.
- Make sure that your radiators are not obstructed by curtains or furniture.

## Condensation, damp and mould

During the colder months, one of the most common issues that is raised to our repairs team is condensation, damp and mould in a property. This affects almost every household across the country and is a natural consequence of moisture in the air finding its way to the coldest areas and condensing when it hits a surface, normally windows or walls.

You can minimise condensation by following these simple tips:

- Open trickle vents in your windows if you have them to aid air flow through the property.
- When having a shower or bath, close the bathroom door and open a window to allow moisture to escape.
- Use an extractor fan while cooking on the hob, or open a fanlight window in the kitchen.
- When drying clothes at home, only do so in rooms that are well ventilated and consider investing in a dehumidifier

However, you will be hard pushed to stop condensation completely so your best bet is to keep on top of it by wiping it off surfaces as soon as you notice it, to help prevent the build up of condensation developing mould or sparking a more intrusive damp problem.

## Further Energy Saving Advice...

The **Sureserve Foundation** are able to offer advice and guidance to help individuals tackle the challenges of energy efficiency and fuel poverty:

[www.thesureservefoundation.org/advice-and-guidance](http://www.thesureservefoundation.org/advice-and-guidance)

To find out more about energy efficiency visit [www.gov.uk/energy-grants-calculator](http://www.gov.uk/energy-grants-calculator) or phone the Energy Saving Advice Service on **0300 123 1234**.

You can also find out more about support from Government, including support with energy bills and household costs this winter, on the government webpage [www.helpforhouseholds.campaign.gov.uk](http://www.helpforhouseholds.campaign.gov.uk)



# HELP

is at Hand

**Here in Southend we are fortunate to have several local services offering additional support if you are struggling to afford essentials during the cost of living crisis.**

Details of services available have been compiled by one of our partner organisations and can be found below. Please feel free to share this information with anyone who you feel may benefit from it.

(Information correct as at September 2022)

ORGANISATION NAME	SERVICE OFFERED	LOCATION	TIMES
All Rise Collective	Free toiletry care bank (no referral needed) Toiletry bag Period bag Baby bag Maternity bag	St Marks Centre, Princes Street, Southend.  Westcliff Free Church 635 London Road Westcliff-on-Sea	10.30 – 11.30am (Every other Tuesday)  9.00 – 10.00am (Third Thursday of the Month)
Social Prescribers and SAVS	E-vouchers for Trussell Food Banks	Various places	
Balmoral Community Centre	Food Bank (No referral needed)	Balmoral Community Centre, Salisbury Avenue, Westcliff on sea	Monday/Wednesday/Friday 10.00am – 12.00pm
One love	Food and support for rough sleepers.  Family foodbank and mini market for food and clothes	Hollybrook Site Carnarvon Close Southend	Monday 6.30 – 8.00pm (Rough sleepers and vulnerable adults) Thursday 11.30am – 12.30pm (Adults only foodbank) 1.00 – 2.00pm (Adults attending with children) Family foodbank and mini market 8.00 – 10.00pm (Support for rough sleepers and vulnerable adults)
Olio	Free food/preventing waste	App (find in your App store or Play Store – free to download)	Collect food that people no longer require or have collected from shops. Become a 'Food waste hero' collect food from local shops to offer out on the app and can keep a percentage of it for yourself.
St Vincent's Hub/Centre	Support with emergency food and cheap food club (pick and mix)	Short Street, Southend	Any day for emergency food. Friday 10.30am – 1.00pm – Pick N Mix club. 15 items for £3.50. £4.50 membership joining fee.
Southend ACTION Food Club	Food club at the Southend Children Centres. £3.50 for approx. £10-12 of food. £1 to join. Email to join. SouthendFoodClubs@family-action.org.uk	Centre Place Family Centre, Prospect Close, Southend  Friars Family Centre, Constable Way, Shoebury  Summercourt Family Centre, Summercourt Road, Westcliff	Friday 1.30 – 3.20pm  Monday 9.30 – 11.20am  Saturday 10.30 – 12.30pm
Too Good to Go	Purchase bags of food from local shops. Items will be approaching their best before date. Prices range from approx. £3.00 – £5.00 for a bag of food worth around £10.00.	App (find in your App store or Play Store – free to download)  Website – www.toogoodtogo.co.uk	Online – Daily
Eco Essex Rehome, Reuse, Repurpose	Facebook Site	Search for 'Eco Essex Rehome Reuse Repurpose' on Facebook and click to 'Join Group'	Offer unwanted items and collect items free. Part of this group's policy is you have to offer items as well. Collect furniture, toys, clothes, baby item, bags, packaging, food etc.
Topcashback	Earn cashback on online orders.	App (find in your App store or Play Store – free to download)  Website: www.topcashback.co.uk	One of many cashback sites, which help you earn cashback if you purchase items through their app. The app will take you to the site you require.
Clubcard Points	Sign up for clubcard points for supermarkets and high street chemists	Boots Superdrug All Supermarkets	Check if the shops you use regularly offer a free clubcard. Save up points for vouchers to use.



Lifting the roof on

# DOMESTIC

# ABUSE

There are several awareness campaigns coming up on the subject of Domestic Abuse and we will be marking all of them! We are not shying away from this extremely important topic, as sadly it affects so many of us. We will be lifting the roof on the issue and invite you all to get involved in talking about Domestic Abuse openly, so word spreads to those who need to hear these messages most.

Here is a summary of the forthcoming campaigns and what they're all about, please join in by sharing our social media posts where you can.

## Domestic Abuse Awareness Month

Every October is International Domestic Abuse Awareness Month. Therefore last month here at South Essex Homes, we shared a series of social media posts explaining the different forms of domestic abuse and you may recall that we also shared this information in the last issue of Insight.

This is not an issue that is going to go away, but as an organisation we take our responsibility seriously and will continue to share messages that aim to explain what Domestic Abuse is and assure people that it is never acceptable and that help is available.

## White Ribbon Day – Friday 25th November

South Essex Homes will be marking White Ribbon Day 2022 to end men's violence against women and girls.

White Ribbon Day is a widely recognised global movement; in the UK, it is spearheaded by White Ribbon UK, the leading charity engaging men and boys to end violence against women and girls. This year, South Essex Homes is helping to spread these messages to our staff and residents.

Sarah Lander, Director of Operations, said, "We recognise the unique position we are in at South Essex Homes, in that we deal closely with thousands of local

residents in their homes. We are keen to make the most of this by sharing information about domestic abuse and the support services available locally.

"White Ribbon Day provides the perfect opportunity for us to speak openly about this important issue and recognise the need to engage with men and boys in order to end violence against women and girls, whilst of course understanding that domestic abuse can affect anyone and be instigated by anyone regardless of gender".

Anthea Sully, Chief Executive of White Ribbon UK, shared, "This year, White Ribbon Day is focusing on the attitudes and behaviours men and boys can adopt to move away from associations to violent and abusive behaviour.

"Men and boys are now expecting better from their colleagues, friends, and family to ensure women and girls are safe.

"We are inviting you to wear a White Ribbon and make the White Ribbon Promise, never to use, excuse or remain silent about men's violence against women.

She continued, "This year, White Ribbon Day falls on the same week as the launch of the FIFA men's World Cup. There is never a better time for us to focus on the good that can come from unifying and supporting one common cause. #TheGoal does just that, it brings men and boys together to think about how they can make a positive difference to achieve equality and safety for women and girls."

We can all make a commitment today by making the White Ribbon Promise never to use, excuse or remain silent about men's violence against women -

<https://www.whiteribbon.org.uk/promise>





**To find out more about White Ribbon UK:**

Twitter @WhiteRibbon\_UK  
 Instagram @WhiteRibbonUK  
 Facebook @WhiteRibbonUK  
 LinkedIn @WhiteRibbonUK  
 Website [www.whiteribbon.org.uk](http://www.whiteribbon.org.uk)



**Look out for more White Ribbon themed news on our website and social media channels!**



**16 Days of Action**

White Ribbon Day also coincides with International Day for the Elimination of Violence against Women, which marks the start of the 16 Days of Action which run through from 25th November to 10th December each year, as that is Human Rights Day. The campaign spans these 16 days in order to highlight the link between abuse and violence against women and human rights.

Anyone can be a victim of domestic abuse, regardless of age, gender, ethnicity, race, sexuality, sexual orientation, disability, religion or socioeconomic status. However,

domestic abuse is a gendered issue; women are much more likely to be victims than men, and are far more likely to experience repeated and severe forms of abuse, including coercive and controlling behaviour, sexual violence and violence which results in injury or death.

During the pandemic, we heard of increased calls to the National Domestic Abuse Helpline and have had to acknowledge, that for some of us, home is not a safe place. Over 2.4 million of us are affected by domestic abuse each year, and 1 in 4 women and 1 in 6 men will experience domestic abuse in their lifetime.

Never before has it been more important to ensure that safeguarding remains everyone's business to support us all to focus on health and wellbeing in a way that keeps individuals and communities safe.

**If you need support you can contact:**

- South Essex Homes' Support Services Officers specialising in Domestic Abuse, Clare Harvey and Gina Evans, on 0800 833160 or by email to [HCST@seh.southend.gov.uk](mailto:HCST@seh.southend.gov.uk)
- Essex Domestic Abuse Helpline (COMPASS) - 0330 333 7 444
- The National Domestic Abuse Helpline for free and confidential advice, 24 hours a day on 0808 2000 247. Visit the helpline website to access further information, a contact form and the live chat service.
- If you are in immediate danger, call 999 and ask for the police.
- If you are concerned that you or someone you know may be an abuser, there is support available. The Respect Phonenumber is an anonymous and confidential helpline for men and women who are harming their partners and families: 0808 802 4040.





# STRF UPDATE



## STRF CHAIRMAN'S THOUGHTS



**Following my brief introduction in the last INSIGHT, my first proper article is about COMMUNICATION.**

I was recently privileged to meet Mike Gatrell, Chief

Executive of South Essex Homes, and he took time to tell me about the history of SEH and STRF, and their relationship with each other. It was a very cordial chat we had, and we both agreed we should do it regularly.

In my short tenure as your Chairman, the one thing that is most often brought to my attention is lack of satisfactory action following a complaint or a request to SEH, be it repairs, anti-social behaviour, or just asking for advice.

After spending a few minutes getting to know each other, this is the main point I wanted to bring up with Mike Gatrell, because it is the one thing that concerns most of our

tenants and leaseholders. It is down to COMMUNICATION, and that works both ways. If you report a problem, or ask for advice, it should be dealt with in a reasonable time. Immediately if urgent, and you, the tenant or leaseholder, should be told of the progress being made. If you think things aren't moving fast enough, you are entitled to ask what the current situation is with your request.

This is COMMUNICATION, both from the tenant or leaseholder to the SEH representative dealing with your problem, and from SEH to you.

When you contact SEH with a problem, always take the name of the person you are speaking to, or replies to your email, and also ask if there is a reference number you can have. There won't always be, but ask anyway.

The SEH representative dealing with your issue should keep you updated with its progress, and this is something I personally would like to see improved, for I am told too

often you are left in the dark and have no idea if your issue is actually being dealt with.

This is COMMUNICATION. You, the tenant or leaseholder, talk to SEH, and SEH talk to you. If there is a lack of progress, or if you are unhappy with the outcome of your case, that is where we at STRF come in. We are the liaison between the tenants or leaseholders and South Essex Homes, and we can usually get problems resolved quickly.

Thank you for your attention, and I hope this has been some help to you all.

*Mick Laurensen-West*  
Chair, STRF.

Ps. Keep your eyes on our Facebook page and website, [strf.uk](http://strf.uk) for some news on events next year. Meanwhile, I hope you all have a lovely Christmas and I look forward to meeting a lot more of you in the New Year.

## STRF FUTURE

We are in the early days of plans for next year, but before then we have the Christmas Party, please take a look at the poster elsewhere on STRF pages in Insight Magazine.

We would like to host coffee mornings around the city, especially important for those tenants and leaseholders who are a little reluctant to get out. If you have a local community area, indoors preferably, that you would like to recommend, please call or text Mick The Chair on **07585 947 940**, and we will do our best to visit your venue, at no cost to you or your local residents. We just want you to get out and meet your neighbours and make new friends.

Lots of ideas are coming through for next year, and in the next issue of Insight I hope to be able to give you some firm dates and events.



## Crafting Club

We will soon be **relaunching The Crafting Club** with a totally new format. All your equipment and supplies will still be **free of charge** to you but we will also now be able to offer lessons to those that are new to crafting and help and advice to those that may need it.

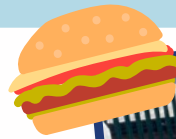
There will also be regular face to face meetings in various locations in and around Southend giving you the opportunity to meet with your fellow crafters and make new friends.

**PLEASE WATCH OUR FACEBOOK PAGE, [strf-2020](http://strf-2020), AND WEBSITE, [strf.uk](http://strf.uk), FOR MORE INFORMATION.**

To express an interest in joining the Crafting Club please contact Linda Prince by email to [totonelson@hotmail.com](mailto:totonelson@hotmail.com) or by phone on 07474 119899.

**STRF**

**THIS YEAR**



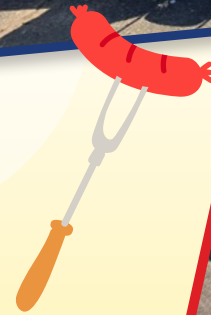
Since I became Chair of STRF we have been involved in two major events, both involving us providing BBQ services.

Firstly we took STRF's BBQ to North Road Chapel for the Balmoral Estate Fun Day. This was for the residents to come and have some fun away from the building works that have been going on. We all enjoyed ourselves and the BBQ was kept very busy feeding the children as well as the adults. There was a slush machine, alas without vodka, and several activities for the children to get involved with, ably supervised by volunteers. The mums and dads enjoyed themselves as well, chatting to their neighbours and making new friends.

Secondly we were invited to the re-opening of the Mendip Wildlife Garden. It was a pleasure to feed the visitors who came to see the progress that had been made by the volunteers, and I understand that the open day was so successful that more volunteers have come forward, and even more progress is being made.

We were fortunate in having The Mayor, Mayoress, and several local Councillors attend both events.

Before I became Chair of STRF I went, as a council tenant myself, to The Jubilee Party at Kestrel House in Shoebury. I knew it vaguely as my Mother lived there many years ago. I enjoyed sitting in the large garden being entertained by my friend Ray Caruana and his band. The event took a lot of organizing, and thanks to all those whose hard work made it such a successful afternoon. I even won a 'guess the number of chocolates in the tin' competition, but I believe those attending the party ate more than me! Again, The Mayor and Mayoress were in attendance, and we all had a good time. The generosity of local companies in funding this event, and their physical help at other events, is much appreciated.



# CHILDREN'S XMAS PARTY

The parties will take place at

**k i d s k i n g d o m**

Garon Park, Eastern Avenue, Southend-on-Sea, Essex, SS2 4FA.

**BOTH DAYS WILL BE STRICTLY LIMITED TO 120 PLACES WITH AN UPPER AGE LIMIT OF 12 ON MON & TUES 19<sup>th</sup> & 20<sup>th</sup> DEC.**

TO APPLY FOR YOUR FREE TICKETS PLEASE VISIT OUR WEBSITE, **STRF.UK** AND USE THE CONTACT US FORM WHICH YOU WILL FIND ON EVERY PAGE, MESSAGE US THROUGH OUR NEW FACEBOOK PAGE, **STRF-2020**, OR BY TELEPHONE ON 07585 947940 AND LEAVE A MESSAGE IF NO ONE IS AVAILABLE. YOU CAN ALSO EMAIL US AT **EVENTS@STRF.ORG.UK**.

**WE ARE HOPING TO BE ABLE TO ATTRACT A SPECIAL VISITOR ON BOTH DAYS IF HIS BUSY SCHEDULE AT THIS TIME OF YEAR ALLOWS.**



Our

# PERFORMANCE

It is important for us to be open and honest with you about the work we carry out on your homes and how this fits in with our responsibilities under the Charter for Social Housing, which was published by the government in April of this year.

We will be sharing our performance information with you, spread over four issues of Insight magazine. In the

first instalment in this issue, we are focussing on two chapters of the Charter in particular, which look at safety issues and the quality of your home and neighbourhood.

We hope you enjoy reading this information and if you have any comments we would be delighted to hear them. Please email your feedback or write in using the details at the bottom of page 3.

## TO BE SAFE

## IN YOUR HOME



### Gas Safety Checks

**100% Landlord Gas Safety Records completed**

Every property with a gas supply requires an annual visit to inspect any appliances to ensure they are in a safe condition. Gas boilers are also serviced during this visit.

We have 4,730 properties requiring an annual inspection.

**100%**



### GERDA door servicing

**100% of our communal and front doors have had an inspection.**

**3457 doors are inspected during each annual cycle.**

Communal doors are currently inspected every six months and flat doors are inspected once a year.

Each door undergoes a full 35-point inspection by our BM Trada-accredited technicians and, during each inspection, minor repairs are completed to ensure each door remains fire safety compliant.

Where essential access is delayed at flats requiring door inspections, a full visual external inspection is completed as an interim safety measure until a full inspection can take place.

All 3457 doors have had at least a visual inspection during this year's cycle to date and we are pursuing our attempts to gain access to all outstanding properties that have only undergone a visual inspection, in order to complete a full service to those doors.

### Fire Risk Assessments

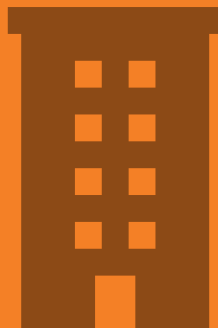
**100% Fire Risk Assessments (FRAs) completed**

A dedicated Fire Safety Engineer visits all blocks that require an FRA and will complete an FRA report and identify any remedial works required. This applies to 385 sites.

Those identified at higher risk, high and medium rise blocks and hostels receive 6 monthly visits whilst the remaining sites are visited annually based on them being lower risk buildings.



**100%**



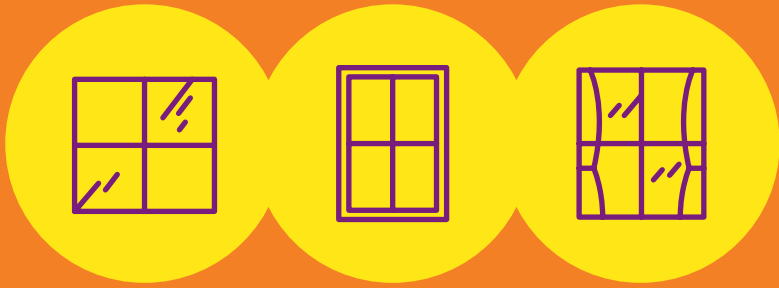
### Electrical safety tests

**92.76% Electrical Safety tests completed**

It is considered good practice to undertake electrical safety checks to all properties every five years.

5,603 of the 6,040 properties we manage have had an electrical safety test in the last five years and we are aiming to achieve 100% by March 2023 at the latest.





## Window Inspections at high rise blocks

**65.45% window inspections completed**

Annual window inspections consist of a visual inspection that checks the operation of windows and opening restrictors in order to ensure they are in safe working order. These are generally completed whilst the operatives are at a property completing a front door inspection, but unfortunately we have been unable to complete over a third of window inspections due to operatives being refused access beyond the front door during the inspection.

For the safety of our residents, we will be following up on those addresses where we have been unable to carry out a window inspection, in line with our Difficult Access Policy.

## Security Patrols

We have 46 Security Officers currently employed with South Essex Property Services (SEPS), who together have worked a total of 72,232 hours in the calendar year up to 30th September 2022.

The team patrols a range of areas across the city including the Victoria Centre, tower blocks, hostels, car parks, empty buildings (such as Delaware House), Southend Travel Centre (bus station), The Forum, Civic Centre, University Square Car Park and Shoeburyness Youth Club.

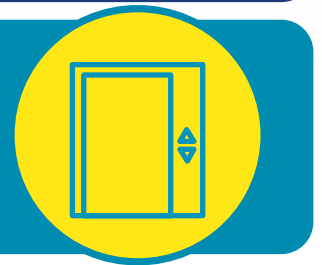
The security patrols help to make residents feel safe both in their homes and while out and about in the city. The Security Officers may be tasked with attending specific areas if ongoing issues of anti-social behaviour are reported and they will record any problematic situations they encounter, move people on if they are causing concern, and work in partnership with other organisations including Essex Police as and when necessary.

## Regular lift maintenance

There is a regulatory requirement to undertake regular service & maintenance visits to lifts. This varies on the type of lift but can be monthly, every two months or quarterly.

We have 40 sites with a lift installed, many having multiple lifts at the same site.

**100% of the lifts in buildings we manage are regularly serviced**



## Keeping your homes fire safe

Since the Grenfell tragedy in 2017, we have had surveys carried at all the 13 tower blocks we manage on behalf of Southend-on-Sea City Council. Whilst the surveys have concluded that our buildings are safe, we do not sit on our laurels and instead look for ways we can make our buildings even safer.

### Balmoral estate

– a major project has started to bring the three high rise blocks that make up the Balmoral estate (Grampian, Brecon and Blackdown) up to current safety standards, to ensure the structural resilience of the blocks in the very unlikely event of an explosion. As well as the structural works the improvements include installing wall insulation to reduce residents heating bills and improve energy efficiency.



**Cecil Court Sprinklers** – a new state-of-the-art sprinkler system has been fitted in Cecil Court, a tower block in Southend. The works, which completed in September 2022, involved wall-mounted units being fitted in separate rooms of each flat and in communal areas of the 11-storey block where there may be a fire risk, with each unit being individually sensitive to high

heat caused by fire. When the units sense a temperature of 70°C, the sprinklers pop out from their boxing and spray water over the area.

### Longbow annunciation system

– completed in spring 2021, this project involved the installation of a one way voice annunciation system, for use by the Fire Rescue Services, and was the first use of such equipment in a social housing setting anywhere in the UK.

Mario Ambrose, Executive Director at South Essex Homes, said: “The system we have installed enables the Fire Rescue Services to access a one-way microphone located on the ground floor, in the event of an emergency situation only. This will allow them to communicate directly to residents through a distributed network of loudspeakers in the block in order to give them guidance and assistance.

“The Fire Rescue Services will be able to select individual floors or multiple floor levels. Loudspeakers are mounted in the communal landings, stairwells and above the entrance doors within every property.”





# TO HAVE A GOOD QUALITY HOME AND NEIGHBOURHOOD *to live in*

## Anti-social behaviour

**65.9% of residents were satisfied or very satisfied with our response to anti-social behaviour.**

During the resident satisfaction surveys completed up to the end of September 2022, 881 people shared their opinion on our ASB response. 581 of them were 'very satisfied' or 'satisfied' and a further 164 were 'neither satisfied or dissatisfied', largely where they had no personal experience so felt they couldn't pass comment. Of the 136 people (15.4%) who were dissatisfied, we have noted their feedback and will use this knowledge to further improve the service we provide.

We are currently dealing with around 120 cases of ASB reported by tenants - concerning anything from rubbish being dumped in a communal area by a neighbour, right the way through to serious criminal activity. The team continues to improve the reporting process to ensure all information received is accurately captured and investigated.



## Making a positive contribution to the community

**60.6% of residents were satisfied or very satisfied with the extent to which we make a positive contribution to the community.**

During the resident satisfaction surveys completed between August and October 2022, 883 people shared their opinion on our contribution to the local community. 535 were satisfied or very satisfied with the work we do to improve their neighbourhood as a place to live. A further 224 people (25.4%) didn't have an opinion either way, which means that 124 people (14%) were dissatisfied.

We listened to the feedback they offered as to why they felt this way and this has been passed back to the relevant teams who will take this on board and consider improvements we can make.

We work with several partner agencies to deliver events and services to local communities across Southend. Please take a look at the article on page 17 for more information about our successful partnership with Achieve, Thrive, Flourish (ATF).



## Caretaking Inspections

**87.36% caretaking inspections completed.**

Regular inspections are completed by our Estate Services Team Leaders, who regularly check and verify the works that the caretaking teams complete across the city.

Since April 2022 to date, 87.36% of areas have been inspected and confirmed as reaching 'Level B' which is the standard that all estates are required to be maintained at.



# YOU SAID, WE DID: SEPS' GARDENING SERVICES

## 1. Background

South Essex Homes has a service level agreement (SLA) with Southend-on-Sea City Council for it to provide grounds maintenance services to the properties we manage. The SLA is standards-based and consists of shrub cutting and grass maintenance. The service is of a basic maintenance level where, for example grass cuttings are left following a cut and shrubs are generally trimmed on an as-required basis and to remain clear of paths and windows.

Historically throughout the SLA, customer satisfaction has generally been good, however sheltered housing residents had often asked if cuttings could be removed following grass cutting, as the communal back gardens are regularly used and form a direct part of their living accommodation. This was also picked up during our last satisfaction surveys where sheltered housing residents were clearly less satisfied with the Ground Maintenance service than our general needs customers, along with numerous comments such as "the gardeners leave piles of grass everywhere" and "why can't they pick up the cuttings"

## 2. Could we do something different to improve satisfaction in Sheltered Housing schemes?

As our SLA with the Council was approaching end of term with a further one-year extension, for this period we looked at the option of removing the sheltered housing element from the SLA and instead arranging for South Essex Property Services (SEPS) to deliver the service directly in house (as it is part of the South Essex Homes family) with value for money and resident satisfaction in mind.

Based on what we had learnt from customer satisfaction levels and general correspondence, we consulted with sheltered housing residents to ask what they want from the services and what they considered a good service. The consultation revealed that the majority would very much like gardeners to box cut the grass and carry out gardening as opposed to basic Grounds Maintenance operatives.

A number of residents had also mentioned that they like to be involved with gardening and have small patches to maintain as it was beneficial to their well-being and mental health. This is something that historically we have discouraged due to the complications of not knowing who does what specific area or flower bed.

## 3. What we did

Following the consultation, a full cost analysis was completed involving an on-site box mowing exercise to verify that our proposals were operationally possible within budget – following the success of this testing period, South Essex Property Services proceeded with setting up an in house gardening team commencing June 2022.



## 4. The launch

The team comprises of two full time gardeners, one seasonal worker and part time team leader directly assigned to this service. Following the commencement of the contract all the grass in the Sheltered Housing schemes is now box cut, and care and attention is paid to shrub cutting and gardening in general, so that residents can actively participate in the garden and enjoy the outside space more.

During each visit all work is recorded on a smart phone app and before and after photos are taken and all works are verified to ensure standards are high and auditable.

Our team Leader Ty Sexton regularly checks these reports and attends sites to make sure nothing gets overlooked and will often be seen doing some of the gardening himself!

Along with this we are actively encouraging residents to be part of gardening in specific areas if they want to and the team will provide support and understanding where this is applicable.

## 5. The outcome so far

The maintenance at the sheltered housing schemes really stands out now, the grass is uniformly cut and there are no longer piles of cuttings on the grassed areas. All the shrubs are neatly cut, and residents have benefitted from nicer external environments this summer.

During recent sheltered housing meetings, residents have made numerous positive comments such as "The gardeners are brilliant" and "They work so hard to keep our gardens nice". Many similar comments have been received by staff on site and during visits to the schemes.

Some of the residents noted that they have got to know the gardeners from seeing the same team regularly and see that as a bonus, as they know who and what to expect and will often discuss gardening matters with the team.

More residents have become actively involved in gardening allocated areas in the schemes and we have recently advertised looking for gardening groups to attend meetings to plan next season's exciting improvements to the gardens!

Overall, the exercise has clearly been a great success and we look forward to seeing further increases in residents' satisfaction.



# Keats House gets Colourful!

Residents from Keats House and a couple of volunteers attend weekly art classes held by the Art Ministry every Thursday at 10am. Over the past couple of months, the art group have been working extremely hard on creating their personalised mural that has been painted in one of the hallways in Keats House.

This communal piece of art consisted of illustrations of landmarks and activities that they love in Southend. The residents started brainstorming all the things they loved about Keats House and things that represented their home. The ideas were:

- a shed to represent their garden
- Ginger the cat that comes and visits the residents every day
- the nurse's hat to represent lockdown and the help the country received from the NHS
- the telephone which represents keeping in touch and Careline

- the guitar is the charity that helped create their beautiful garden
- fish and chips that represent the communal dinner
- the paint palette to symbolise the Art Ministry, and how art has helped bring the residents, volunteers and Art Ministry together; and lastly but not the least
- the shield was the last illustration to be decided, this idea came from one of the residents and the group thought it was a great idea so they wanted to insert all the other landmarks inside the shield

One of the volunteers enjoys literature and helped the group choose an uplifting poem about nature to add into the mural. The group also decided they wanted to add a song and chose "Our House" by Madness as this song is upbeat and sentimental.

Clare and the art group have enjoyed creating this amazing masterpiece and they are looking forward to their next project. A huge thank you to Clare and the Art Ministry for helping create this outstanding mural and a big well done to the art group, it looks fantastic.





# Achieve, Thrive, Flourish!



Here at South Essex Homes, we understand that we are living in challenging times, with people dealing with financial hardship and lots of other pressures. Residents in some areas have told us that they don't always feel safe living in their communities and that concerns about anti-social behaviour or even criminal activity affect their ability to fully enjoy their homes and neighbourhoods. We want to change this and help residents feel happy and confident however we can.

So, we have asked ATF (Achieve, Thrive, Flourish) to start working in three areas of Southend. ATF have made a real impact in other areas, where parks that were considered to be 'no go' areas have been taken back by communities and are now safe and happy places for local people and families to use. As well as this the work that ATF does focuses on helping young people, who might have been at risk of causing problems in their neighbourhood, to get involved and make a positive contribution to their areas. Through volunteering and accessing training, these young people have developed new skills and have gone on to secure jobs and 'pay it forward' by sharing their experience with other youngsters.



ATF have already made a great start to getting these community projects underway in three of our estates in Shoebury, Eastwood and Westcliff and we are confident that they will continue to make a real difference for the people living in these areas. We'd urge all residents to get involved!

Here are just some of the sessions available from ATF throughout the week... visit their website for more details [www.atfcommunity.com](http://www.atfcommunity.com)

- Multisport at Shoeburyness Park: Every Monday 5 – 6pm OR every Friday 3:30 – 5:30pm
- Multisport at Friars Park: Every Tuesday 3:30 – 4:30pm
- Basketball at Shoeburyness Park: Every Wednesday 4 – 6pm
- Basketball at Shoeburyness Park: Every Friday 3:30 – 4:30pm for ages 10+



As well as the sports sessions listed above, Mendip Community Garden is also open on Tuesdays between 3-6pm and Thursdays 2-5pm. This will give you an opportunity to get outside, socialise, and have fun in your community! If you are interested, please email [ikaliszatf@gmail.com](mailto:ikaliszatf@gmail.com)

In September the Community Development team along with ATF held a BBQ at the Mendip Community Garden. This was an opportunity to speak with residents and ask for their ideas for the garden.

There were lots of suggestions which included fruit trees, wildlife ponds and an outside learning space for local schools and groups. The children wanted activities and a friendship club, bee houses and had lots of ideas of how we can help our planet. For many the gardens are a quiet, peaceful place and somewhere to relax and be close to nature so they also wanted more seating areas for family and friends to meet up and enjoy the space.

STRF ran the BBQ, with their volunteers cooking the delicious food kindly donated by nearby St Cedd's church. Sparky the Squirrel made his first appearance much to the delight of the younger children.



# DEAF AWARENESS

Deaf awareness is something that you probably don't think about all that often unless you have your own hearing issues or know someone who does. If you are aware of it, you probably think about British Sign Language, cochlear implants, or deaf interpreters on the TV. Well, Steve Gallacher, on our Specialist Income Management Team, is deaf in one ear and has partial hearing in his other ear. We had the chance to talk to him and he told us about his experiences and the little things that can make his life a whole lot easier as someone who is partially deaf.

## When did you first notice you were losing your hearing?

When my children kept telling me off for having the TV too loud and to turn it down.

## How did you lose your hearing?

I had a condition called Otosclerosis which is the hardening of the bones in the middle ear. I had an operation on my right ear, but it wasn't successful.

## What hearing do you have?

I have no hearing in my right ear, and about 50% in my left. I also have tinnitus, which is with me all the time, I just wished it whistled a different tune now and again.

## Do you consider yourself as disabled?

No not really it is more of an inconvenience than a disability, and it is just as frustrating for those around me especially when I don't hear conversations about important things like putting dates in a diary.

## What affects you the most about your hearing loss?

Apart from missing out on conversation especially in social situations, I think the biggest thing I miss is being able to hear in Stereo. Especially as I am a big music fan. A lot of music is recorded in Stereo and to listen to music panning from one side to another was a special experience, now I just listen in Mono. It's great though

when a Sales Assistant tries to sell me a Surround Sound system and I say I can only hear out of one ear.

It's also a hinderance in meetings where I can't tell where someone is speaking from, this particularly tickled Sarah Lander when she called me, and I was just looking round the room trying to see who was speaking. Funny enough Zoom and Teams Meetings have been a bonus as people tend to look at the camera (when they have it on) and not everyone speaks at once which makes it easier to zone in on what is being said.

## What 3 tips would you give to someone who is speaking to a deaf person or someone with limited hearing?

- 1) Firstly, I would say above all else maintain eye contact or look directly at the person you are speaking to. It's amazing how much we use lip reading. Don't do things like my wife does e.g., Lift a cup to her lips and keep speaking, or say look at that ... and turn to look at the topic of conversation but carry on speaking away from me.
- 2) Don't always assume that someone nodding, or smiling has understood what you are talking about. Especially in social situations, I have been guilty of not catching what was being said and rather than the embarrassment of asking them to repeat it I have nodded and laughed, normally in response to someone's body language. I haven't always got it right and laughed when I should be frowning or vice versa. So, if you are dealing with some complex issues, just take extra care to make sure that when they nod, they have understood what was being said.
- 3) Be patient and don't shout. I can't hear it anyway and when you shout it changes the way you form the words with your lips so makes it harder to lip read.

The Royal National Institute for Deaf People (RNID) website contains some more useful information and tips about this topic. Visit [www.rnid.org.uk](http://www.rnid.org.uk) to find out more!

# Small Sparks Fund

## Process & Guidance



### What is the Small Sparks Fund?

The Small Sparks Fund provides grants of up to £100 to residents, businesses and community groups who want to make positive change within their communities.

A total of £3,300 is available in each of the areas; Milton, Shoebury and Victoria. £1,100 of which will be released every four months of the first year.



Scan me to submit your idea

**SHOEBURY FUND IS OPEN FOR APPLICANTS NOW and the Milton and Victoria funds will open later this year.**

### What does it fund?

Ideas and projects should fall within one or more of the Southend 2050 Themes; Pride and Joy, Safe and Well, Active and Involved, Opportunity and Prosperity or Smart and Connected. We're looking to fund ideas that promote local opportunity, strengthens connections or shares time and skills.

Ideas should primarily benefit people who live within the area.

Small Sparks cannot be used to Fund:

- Projects which promote political or religious aims.
- Activities which financially benefit an individual, business or 'for profit' organisation.
- Anything unlawful.

### Example Ideas

Here a few examples of the kind of projects and ideas that the Small Sparks Fund could support.

#### £65 to purchase a Water Butt

For a community garden bringing local residents together.

#### £40 for Room Hire charges

For a local choir to use a community space for 6 months.

#### £100 towards a neighbourhood event

Bringing local families together to celebrate.

#### £80 for a new community group

To cover refreshment and stationery costs.

### Application and Review Process

Applying to the Small Sparks Fund is simple and takes just a few steps. If you require support with applying, speak to your local Community Builder who would be more than happy to help.

#### 1. Submit your idea

Send us your idea either by filling out our online form or submitting a video. We also have printed versions of the form you can fill out.

We have kept the application process as simple as possible, and only ask 5 questions about your idea.



#### 2. We'll review your idea

Ideas in each area (Milton, Shoebury or Victoria) are reviewed by a separate panel every two weeks.

The panel is made up of; 1 Community Builder, 1 Community Group representative and 1 member of SAVS staff.

If your idea is approved, we'll transfer the funds within 1 week. If it isn't approved, we'll work with you on re-submitting if appropriate.



#### 3. Reporting

Once you have completed your project, we ask you to fill out a simple 4 question reporting form which asks what you did, how many people were supported, what went well and what could be improved in the future. We also ask for a photo or video.



### Useful Links

**Online form to submit your ideas:**  
<https://airtable.com/shrVULJbtpqN8radl>

**Online form to report on your project:**  
<https://airtable.com/shriDynL3vGpojZ5i>

**More information about the Community Builders project and Small Sparks Fund:**  
<https://savs-southend.org/community-builders/>



# WHAT'S ON IN SOUTHEND

for children and young people?



Targeted Youth Services is a team in Southend City Council who provide clubs and services for children and young people.

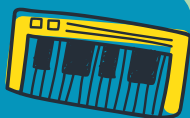
The varied term-time schedule for their main sites of Shoebury Youth Centre and St Lukes Community Hub can be found below, along with details of weekly events held at other locations.



## Various additional activities

- including sports, arts & crafts, team games, themed activities and day trips - are held across Southend throughout school holidays - contact the team for more information of dates/times/venues:

Victoria Pallen on: 01702 534300  
Or Jackie Byram on: 01702 298495



## NEW Music Workshops!

Within the Shoebury Youth Centre building is a fully equipped state-of-the-art music room, complete with instruments, along with a recording studio!

We are keen for as many local children and young people as possible to make the most of this brilliant space - so we are teaming up with the Targeted Youth Services Team to provide free music workshops at the site, which are open to residents from across the city.

These sessions will be run by experienced musicians and will provide a fantastic opportunity for children and young people to practice their own instruments if they have them, or try out something new, alongside other musically-minded young residents. They will then even have the chance to record their music in the studio to share with others!

If you are a young person aged 5 to 25 with an interest in music, or if you know someone who fits the bill, why not bring them along to a Music Workshop and who knows? It could be the start of something magical!

Music Workshop will be held every Thursday, from 4.30 to 6pm, starting on Thursday 24th November. Please call for more details or just turn up!



## Shoebury Youth Centre

204 Delaware Rd, Southend-on-Sea SS3 9NS  
01702 298495



TUESDAY	Groups for young Carers - referral only COOL CLUB 5-11yrs CHIL CLUB 12-18yrs	4:15 - 6:15pm 6:30 - 8:30pm
WEDNESDAY	SYCAMORE Mixed SEND and non-SEND group for ages 5-8yrs Seniors 11-18yrs	4:00 - 5:30pm 6:30 - 8:30pm
THURSDAY	Groups for young people with SEND. Club Inklusion 9-16yrs 16-25yrs	6:00 - 7:30pm 7:45 - 9:15pm
FRIDAY	Juniors 8-11yrs Seniors 11-18yrs	3:15 - 5:00pm 6:30 - 8:30pm
SATURDAY	Intermediates 8-14yrs	11:00am - 1:00pm

## St Luke's Community Hub

1-3 Cluny Square, Southend on Sea, SS2 4AF  
01702 463927



TUESDAY	Seniors 12-18yrs	6:00 - 8:00pm
WEDNESDAY	Juniors 8-11yrs	3:30 - 5:00pm
FRIDAY	Juniors 8-11yrs	3:30 - 5:00pm
SATURDAY	Intermediates 10-14yrs	2:00 - 4:00pm

## Other venues across Southend

TUESDAY	Trinity Youth Group Trinity Family Centre, London Road, Westcliff.	6:00 - 8:00pm
WEDNESDAY	Woodgrange Youth Group Centre Place, Woodgrange Estate. 8-14yrs	5:00 - 7:00pm
THURSDAY	St. Cedds Youth Group Bridgewater Drive, Westcliff. Juniors 8-11yrs Seniors 11-16yrs	3:30 - 5:00pm 5:30 - 7:00pm