

South Essex Homes' Service Area Updates – June 2023 – website

DEPARTMENT	UPDATE
<p data-bbox="203 323 539 384">Housing Community Safety Team</p> <p data-bbox="203 427 461 456">From Anita McGinley</p>	<p data-bbox="618 323 2051 384">The team have recently secured an Injunction and Partial Closure Order against a tenant who has caused significant anti-social behaviour to her neighbours</p> <p data-bbox="618 392 2063 453">A 5 year Suspended Possession Order was secured against a tenant for a case that has taken 4 years to secure due to legal challenges</p> <p data-bbox="618 461 1951 521">Further enforcement action is pending in respect of individuals convicted of criminal offences, serious anti-social behaviour and abuse</p> <p data-bbox="618 529 1995 635">We have recently provided Essex Police with a number of statements to support criminal charges against individuals causing criminal damage to our property. For some, we have received compensation from the courts (which goes to Southend City Council!)</p> <p data-bbox="618 643 2063 703">Our DAHA Support Officer, Olivia left last month and is replaced with Wendy White who will be covering this role one day per week alongside her tenancy support work</p> <p data-bbox="618 711 2007 772">Between 3-9 July it is ASB Awareness Week and we have been working with partners from Essex Police and Southend Council to plan activity for this week.</p>
<p data-bbox="203 826 562 855">Careline & Sheltered Housing</p> <p data-bbox="203 898 501 927">From Deborah Hill-David</p>	<p data-bbox="618 826 2063 922">A recent restructure has presented challenges with staffing a 24-hour service, but we currently have a good team in place. Reviews will be taking place for both the Sheltered Housing side and Careline side of the team, to make sure for the residents and staff that we are doing the best we can.</p>
<p data-bbox="203 1058 539 1118">Corporate Services – Communications & Projects</p> <p data-bbox="203 1161 389 1190">From Julia Pack</p>	<p data-bbox="618 1058 1137 1086">Insight is currently being written for August.</p> <p data-bbox="618 1126 1413 1155">New structure for the team is now in place and working well so far.</p>

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<p>Corporate Services – Executive & Governance</p> <p>From Carol Cooper</p>	<p>Currently recruiting for new admin role.</p> <p>Higher number of complaints mean the team's workload remains high.</p>
<p>Estate Services</p> <p>By Tony Holliday</p>	<p>Maintenance team - completing scheduled work including inspecting and repairing fire doors. Starting SCC door programme. The team have also won a small contract in Wembley for fire door service.</p> <p>Gardening – update on the website and posters to explain why the team are behind schedule. Additional team members now in place.</p> <p>Caretaking and Cleaning – Service charge increases still presenting challenges.</p>
<p>Finance</p> <p>From Rebecca Coleman</p>	<p>The Finance Team have their audit commencing 3rd July, they find this a useful exercise to highlight any gaps. Note that Budget control needs to be more budget holder led in future, so managers will be more involved rather than being driven by finance. Rebecca Coleman will be meeting with managers more frequently to discuss budgets throughout the year.</p>
<p>Housing Maintenance</p> <p>From Paul Davey</p>	<p>Restructure ongoing. Keith Wortley has now joined the team. There will also now be two team leaders, Louise Morl and Anthony Watkins. An admin position will also be filled within the team.</p>
<p>Housing Services</p> <p>Nicola Powell</p>	<p>Jamie Cooper will be leaving the team on the 5th July, Phoebe Baker will be taking over this position 3rd July. Lorraine Gaudyn also leaving team and will join the Housing Maintenance team as the Difficult Access Officer. We are currently recruiting to fill this position. A new SSA has joined the team, Dumisani Ncube. The vacancy for a resident engagement officer is still ongoing.</p>

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<p>Sam Elliott</p>	<p>The team found the new ASB training to be beneficial to implement service delivery going forward. Unfortunately, we are not able to maintain the 4 weeks training period with staffing changes. This will now be delivered in a different way and picked up later hopefully. Thank you to Anita, Nadine, and Louise, for the support provided to staff, who have found it very useful.</p> <p>SSOs in place at sheltered hubs now, this is going well, and officers are picking up any support needs, and completing household surveys as well as providing an additional presence.</p> <p>Tenancy conditions going live 3rd July, hard copies are available at the Civic and a recording of the spotlight session is available.</p>
<p>Projects</p> <p>Paul Longman</p>	<p>Brecon works completed, Blackdown mostly completed.</p> <p>Progressing at Grampian with works to be completed January.</p>
<p>Property Services</p> <p>From Sam Hart</p> <p>From Nigel Sutton</p>	<p>Ongoing rewiring programme with Re-gen going well. Final stages for three blocks of fire stopping and compliance, going out to mini competition.</p> <p>FRA Policy, and various other policies surrounding Health and Safety in buildings (Water Hygiene and Gas) being updated.</p>
<p>SEPS</p> <p>From Lynsey Hurd</p>	<ul style="list-style-type: none"> - Progressing with new business opportunities - In the process of seeking SIA Approved Contractor Status (quality assurance accreditation for security industry) - Have recently onboarded new contracts with SEH, SCC, other LAs and private organisations; over a range of different service areas including seasonal work with Pier and Foreshore, Fire Safety Works and property maintenance - Continue to develop the newly formed organisation SEFM - Have a new HR Manager starting at the end of July

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<p>Specialist Income Management</p> <p>From Lauren Anderson</p>	<p>We are very pleased and proud to announce that following the scrutiny of our Income Management Service the HQN panel awarded the HQN MIST accreditation to us for the fourth time, successfully maintaining our accredited status since we first joined the scheme back in 2012. This is a testament to the dedication and hard work of all the team members involved in delivering a robust and effective Income Management Service.</p> <p>The Income team continues to work hard to provide a supportive approach in the collection of rent, providing and signposting residents for support and advice at every opportunity. We would ask that if any of our tenants are struggling financially, they speak to either the Tenancy and Support Services team or Specialist Income Management team so that we can offer advice.</p> <p>Leasehold services continue business as usual, providing advice to our Leaseholders, answering service charge queries, managing right to buy applications, and issuing section 20 notices.</p> <p>We would like to expand our current Income Management focus group, if you are interested in joining a friendly group that discusses and reviews the Income Management service we provide. Please contact us at incomemanagement@southend.gov.uk</p>