

## South Essex Homes' Service Area Updates – October 2023 – external

<b>DEPARTMENT</b>	<b>UPDATE</b>
<p><b>Housing Community Safety Team</b></p> <p>From Anita McGinley</p>	<p>We presented a Meet the Team session at the staff briefing in October, so staff now know more about what we get up to. We also did a spotlight session last week on 'See the Signs'. We currently have a vacancy for a HCST Assistant which we hope to be filled in the next few weeks.</p> <p>HCST were proud to see Nadine Gould receive CSAS Officer of the year at the first CSAS event incorporating their award ceremony. In addition, HCST were Certificate of Commendation for their contribution to community safety in Southend. We are pending court dates for several cases for the following: 6 x serious ASB, threats, PWITS, ASB, breach of injunction. We are currently working with 41 victims of domestic abuse, providing support, advice and engagement with partner agencies as well as weekly attendance at MARAC.</p>
<p><b>Careline and Sheltered Housing and Customer Services</b></p> <p>From Debbie Hill-David</p>	<p>Business as usual.</p> <p>We are looking at the digitalisation of the Sheltered Housing schemes and are reviewing the service.</p>
<p><b>Corporate Services – Communications &amp; Projects</b></p> <p>From Julia Pack</p>	<p>The Communications and Projects team are just completing Insight and have five pages of Resident Engagement articles in this issue thanks to the Resident Engagement Team keeping us up to date and involved.</p> <p>We also have a poignant poem featured in this issue alongside an article about grief which we are excited to share.</p> <p>We have been working on a programme of works to upgrade the computer systems we use to store property data.</p>
<p><b>Corporate Services – Executive &amp; Governance</b></p> <p>From Carol Cooper</p>	<p>Courtney Merrifield joined the Executive Governance team on the 13th of September as our Corporate Admin Assistant but has been dealing with complaints mostly since the departure of our Complaints and FOIs Officer. Ben Couch will fill this position on the 9th of November.</p>

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<b>Estate Services</b> From Tony Holliday	Business as usual. We have three staff currently off long term, but complaints seem to be down for now. The Grounds Maintenance Team are back on track now and have been doing some extra work for SEPS. The Maintenance Team have been doing the usual SEH fire door checks and have completed some work for SCC and for a job in Wembley.
<b>Finance</b> From Rebecca Coleman	We had our annual external audit over the summer and the report gave us a few small things to look at but nothing significant, so we are happy. We have been budget setting over the last month and are finalising that to submit to the Council soon.
<b>Housing Maintenance</b> From Paul Davey	Currently the housing maintenance team is in the process of appointing 3 members of staff, these will be an additional surveyor, Healthy homes advisor and an admin assistant. These posts have been created following our restructure, which will assist with the increased demand on tackling Damp, Mould and condensation and additional the increase in dis-repair claims. Our Repairs and maintenance contract is currently being tendered and we are looking to appoint a new contractor next year.
<b>Housing Services</b> Sam Elliott	We are rebranding our Support Service to Housing Support so that expectations of the service are realistic. We are also developing a service standard for this. In Tenancy we had two new temp staff join us, unfortunately one has left but we will be filling this position again soon. Our Resident Engagement team are developing a booklet of opportunities and ways for residents to get involved.
<b>Projects</b> Paul Longman	Works at Balmoral are carrying on as per the programme. The project is due to be completed in the middle of January.

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<p><b>Property Services</b></p> <p>Compliance From Nigel Sutton</p> <p>Housing Attributes From Anthony Ambrose</p> <p>Operations From Sam Hart</p>	<p>Business as usual. Carly is back from Maternity Leave. FRAs are complete and boiler upgrades are continuing.</p> <p>Stock condition surveys are ongoing, and the APEX upgrade is still happening in November. Business as usual.</p> <p>Charlotte Roberts is leaving the team, and we are hoping to hire a new starter to facilitate an in-situ handover before she leaves. Passenger lift refurbishments are now in the design stage, mobility scooter at Bishop House is still in planning. The biggest projects that we have are the compartmentation of fire doors at Great Mead and Adams Elm House. The rewiring and reroofing projects are also going extremely well.</p>
<p><b>Specialist Income Management</b></p> <p>From David Chidgey</p>	<p>Business as usual.</p> <p>Katy Baker is moving over to the Leaseholder side and Carolyn Bushell will be moving to a FTE Officer role so we are looking for an Assistant soon.</p>