Housing Excellence Awards 2019

Brochure of short-listed entries for the Awards Ceremony
on
10 October 2019
at
County Hotel, Chelmsford

www.housingessex.org/housing-excellence-awards
# Awards online information

**Awards Results - 10 October 2019**

## 1. Special Chairs’ Award

**Winner:** Alethea Evans - Lead for Strategic Development, Planning Service, Place and Public Health at Essex County Council.

## 2. Housing Schemes (over 50 homes)

**Highly Commended:** St Luke’s Park - Countryside Properties  
**Winner:** Carnarvon Road - Estuary Housing Association

## 3. Housing Schemes (under 50 homes)

**Highly Commended:** Goldlay Square - Essex Housing, Essex County Council  
**Winner:** Tops Club - Thurrock Council

## 4. Innovation

**Highly Commended:** Modular Housing - Swan Housing Association  
**Winner:** Energiesprong Pilots - Moat

## 5. Skills

**Highly Commended:** Skills development - Essex County Council  
**Winner:** SECTA + Advice Hub - Southend-on-Sea & Basildon Councils

## 6. Delivery Services to Vulnerable People

**Winner:** Jake Barnes - Estuary Housing Association (joint)  
**Winner:** SK Architects / White Heather House - HARP (joint)

## 7. Partnership

**Highly Commended:** Management of Temporary Accommodation - CHP & Chelmsford CC  
**Winner:** South Essex Domestic Abuse Hub - South Essex Local Authorities

## 8. Housing Professional of the Year

**Highly Commended:** Adam Thompson - Essex Housing, Jennifer Gould - Basildon BC, Barbara Horne - Peabody / Essex CC, Maureen Gallocker / Shona Gormley - Thurrock BC  
**Winner:** Pete Watts - Swan Housing Association
Contents

Awards Results (10 October 2019) ................................................. 1

Short-listed Awards by Category

1. Housing Schemes (over 50 homes)
   - Delfords - CHP ................................................................. 4
   - Carnarvon Road - Estuary Housing Association ....................... 6
   - St Luke’s Park - Countryside Properties ................................ 8
   - Beechwood - Swan Housing Association ................................. 10

2. Housing Schemes (under 50 homes)
   - Tops Club - Thurrock Council ............................................. 12
   - Goldlay Square - Essex Housing, Essex County Council ......... 14
   - Rochford Road - Southend-on-Sea Council ........................... 16
   - Cherwell Drive - CHP ...................................................... 18
   - White Heather House - SK Architects / HARP ..................... 20
   - Maple Court - Sempra Homes ............................................ 22

3. Innovation
   - Meadow Scheme - Calford Seaden .................................... 24
   - Modular Housing - Swan Housing Association ...................... 26
   - Energiesprong Pilot - Moat .............................................. 28

4. Skills
   - Skills Development - Essex County Council ......................... 30
   - SECTA + Advice Hub - Southend-on-Sea & Basildon Councils ... 32
   - Lunch & Learn - ECTA (Essex Construction Training Association) 34
5. Delivery Services to Vulnerable People

- Housing Related Support - Greenfields Community Housing ............... 36
- Tenancy Sustainability Team - Greenfields Community Housing .......... 38
- Jake Barnes - Estuary Housing Association ........................................ 40
- White Heather House - SK Architects / HARP ................................. 41
- Essex Based Foyers - Swan Housing Association ............................... 43

6. Partnership

- Working Together on Affordable Homes - Colne, Iceni & Braintree DC .... 44
- South Essex Domestic Abuse Hub - South Essex Local Authorities ......... 46
- Management of Temporary Accommodation - CHP & Chelmsford CC.. 48
- White Heather House - HARP ............................................................. 50
- Swan & Basildon 25 Years - Swan Housing Association ...................... 52
- Multi Agency Rough Sleeping Project - Southend-on-Sea Council ....... 53

7. Housing Professional of the Year

- Adam Thompson - Essex Housing ..................................................... 54
- Jennifer Gould - Basildon Council .................................................... 55
- Barbara Horne - Peabody / Essex County Council ............................. 56
- Pete Watts - Swan Housing Association ........................................... 56
- Maureen Gallocker / Shona Gormley - Thurrock Council .................. 57

Sponsors ................................................................. 58
### Category 1: Development over 50 homes

#### Scheme: Delfords, Dovercourt - CHP

**Description:**

CHP has recently completed the development of the former Delfords factory site at Main Road, Dovercourt providing Tendring District Council with 66 new affordable homes.

The project cost just under £12M and received £1.9M of funding from Homes England and comprises 26 X 1-bed apartments, 10 X 2-bed apartments, 23 X 2-bed houses, 6 X 3 bed-houses and 1 X 4-bed house all let on an affordable rent and aims to transform the lives of its new residents by providing them with a safe, secure and great quality affordable home.

The scheme which is CHP’s largest (completed) land-led project to date was welcomed by the local community and has seen the transformation of a former factory site that had been derelict for over 10-years and which had been blighted by vandalism and anti-social behaviour.

The site was designed by Ingleton Wood architects and built for CHP by Rose Builders with support from Homes England, Tendring District Council, Oxbury and Co employer’s agents and Birketts solicitor and was not without its challenges. These included relocating a high voltage electricity supply, carrying out extensive site remediation and relocating a ‘Village Green’ all of which were achieved through excellent partnership working within the wider project team.

Transforming lives is a key focus of CHP’s Corporate Strategy and the project set out to provide a range of different size and well-designed affordable homes making the best use of the site’s topography (and maximising some great views of both the River Stour and the North Sea from some of the apartments) while achieving a sense of place and creating an environment where people want to live and combines established best practice design principles from the Essex Design Guide together with a focus on design, connectivity and the public realm associated with the Placeshaping agenda.

This type of brownfield development forms a key component of CHP’s growth strategy that aims to deliver 365 new homes each per year ‘a new home a day’ and CHP is currently progressing an additional 163 affordable homes (including 50 for social rent) on similar brownfield former industrial sites in north Essex.

The scheme also marks a significant milestone for CHP who recently completed the development of its 3,000th new build home and following completion of the Delfords scheme now has 10,000 homes across Essex.

CHP is incredibly proud of what it has been able to achieve with the project and believes it is a great example of our vision to transform lives and create great homes for everyone which is probably best captured by Sarah one of the first new residents to move in to the scheme who at the scheme launch event said “I’m so excited as we’re currently living with my parents. My two-year-old son can’t wait to have his own bedroom………I’m thrilled to be able to stay close to my family as they’ll be only five minutes away.”
Information links:
www.housingessex.org/chp-launches-10000th-home
# Category 1: Development over 50 homes

## Scheme: Carnarvon Road - Estuary Housing Association

### Judges’ verdict:

Impressive design, resulting in a high-quality development with good placemaking and public realm on former brownfield site incorporating 100% affordable housing.

### Description:

Estuary Housing Association has built Carnarvon on the site of the former Southend College. It is a 100% affordable housing development to meet the significant need for new, high quality affordable homes in Essex.

The development features 40 Shared Ownership and 16 Affordable Rent two bedroom apartments in six small blocks. It is situated just a five minute walk from the town centre meaning that residents benefit from everything Southend has to offer right on their doorstep.

Estuary is investing in Southend as it is an exciting, fast growing area. It’s the location for our head offices and with the local retail and excellent transport links for residents, it's an ideal location for our new homes and providing services to our customers.

It was vital that Estuary created homes at Carnarvon that would make modern, spacious living affordable for those looking to get on the property ladder. Each apartment has been built to a high specification with kitchens complete with integrated appliances to make homes affordable and desirable. Flooring is also included throughout and there is plenty of storage space. The homes are well connected with the digital infrastructure, Sky Q connectivity options and several telephone points.

Estuary strives for sustainability and ensures that all homes meet Homes England standards. Each home has either a patio, balcony or terrace. Each also has a parking space and there is covered, secure cycle storage.

Estuary and its contractor Hollybrook Ltd, have been proactive and made a big impact by working closely with the local community. They have instigated a number of initiatives including sponsorship of Southend Utd and the Princes Trust, providing money and materials for three projects which involved a programme for 16-25 year old who are currently not in work, training or education; a twice weekly soup kitchen to help the town's homeless community by providing hot meals and laundry facilities as well as donating to the One Love Soup Kitchen; school visits to talk about construction and the development programme, the importance of site safety; support for Make Southend Sparkle; signing up to Southend Council Responsibility Deal and a variety of on site initiatives for employees.

In August 2018 a pre-tenancy workshop was held with 16 households attending, with 87% rating the workshop as ‘very good’ or ‘excellent’, stating that they received good advice on the tenancy conditions and the support Estuary provides for residents.

Resident John Neville and his 13 year old son, Cody had been living with John’s sister for a year in cramped conditions after John lost his home. John comments, “Cody has type 1 Diabetes and it was a priority to find somewhere to live, so I registered on the Southend Council’s’ housing waiting list. When Estuary offered me this brand new two bedroom apartment, it was way beyond what I was hoping for. We love our home.”

Estuary is making significant contributions to improve the image and perception of affordable housing in Essex, by delivering quality homes and excellent services for local people.
Information links:
Category 1: Development over 50 homes

Scheme: St Luke’s Park - Countryside Properties

Judges’ verdict:
High quality and attractive product, policy compliant on affordable housing which is tenure blind, includes good quality place making and public realm.

Description:
St Luke’s Park in Runwell provided a unique opportunity to create an exemplar new sustainable community providing 575 high quality new homes, on-site infrastructure, leisure and recreational opportunities within a landscape-led proposal where the existing green infrastructure network established how the scheme was shaped.

Contribution to Housing Needs
The St Luke’s Park redevelopment makes a significant contribution to the provision of a wide range of housing needs including 575 new homes, a varied mix of size and tenure and a locally led approach to the provision of affordable housing following extensive community engagement to understand the needs of the local community. Development commenced in 2016 and is forecast to have delivered 370, or 75% of the new homes by Autumn 2021.

The provision of 35% affordable consists of both affordable rent and Low-Cost Home Ownership Housing and is designed to be tenure blind. The provision of Low-Cost Home Ownership Housing allows local residents to acquire up to 60% equity of a property and pay no or little rent on the remaining equity for the first 10 years. Priority is given to buyers who reside or work close to the site in Runwell or Rettendon, followed by residents living within the administrative boundary of Chelmsford.

Quality in Design & Place Making
In addition to the new homes, St Luke’s Park will offer up to 2,800sqm of non-residential space including:

- Site for a brand-new Primary School incorporating an Early Years & Childcare facility;
- A central community hub with retail and leisure uses
- Strategic Open Space provision, including retained and new pitch provision, new court provision and enhanced club house facilities at Runwell Sports and Social Club adjacent to the site
- Pedestrian links to the public highway and existing Public Rights of Way
- Accessible local open space provision to meet varied needs of the community
- Retention and enhancement of heritage assets including Grade II listed Chapel and re-use of Administration Block
- SUD’s employed throughout the development and designed into public spaces as a feature

Making effective use of the site’s heritage and landscape has enabled modern housing to be incorporated into a site where the landscape has established the framework for development. The landscape led development has open space woven into the urban form throughout, providing opportunities for informal and formal outdoor activity benefiting both physical and mental health.
Re-use of previously developed / derelict land
St Luke's Park occupies the 200-acre site of the former Runwell Hospital, between Battlesbridge and Rettendon. The previously disused hospital had largely sat empty for many years and the redevelopment makes positive use of a previously developed but now derelict site to bring much needed new homes to the area. Countryside Properties acquired the site from the HCA who made the site available for new development to occur.

Mike Goulding, Senior Area Manager from the HCA was reported by the Essex Enquirer at the early stages of the project as saying: “This is a great example of how we can increase the amount of public land available for development which in turn provides homes in local places where they are really needed. We are looking forward to seeing this derelict site become a new community for hundreds of people near Chelmsford”.

Information links:
ST LUKE’S PARK, EDG-SEHG-Award-Document
**Category 1: Development over 50 homes**

**Scheme: Beechwood - Swan Housing Association**

**Description:**

At Beechwood, Swan HA's landmark regeneration of the Craylands Estate, Swan have created a high-quality, mixed tenure community, which is not only meeting housing need by replacing poor quality failing housing, but challenging perceptions of affordable housing by using both traditional build and modern methods of construction, including uniquely customisable homes.

Delivering over 900 new homes overall, Swan has shown that early social housing delivery, new shops, community facilities, play and green spaces, along with an endowed Community Trust are key. This is how this £150m regeneration will support the long term social and economic growth of both Beechwood and the wider community. With a mix of social rent, shared ownership and private sale, Beechwood has created a tenure blind community catering for all household sizes. We’re then supporting the economic growth for our residents and the wider community by delivering a new local supermarket, salon and community facility, whilst creating jobs and economic activity.

Our Community Development teams deliver training and support to upskill the local community and provide them with opportunities to gain skills. Over 100 residents recently attended courses, many of whom are now in employment - ensuring it’s about people first, then property and the Community Trust funds further life changing interventions.

Another key impact is how it is demonstrating that the highest quality homes can be precision manufactured locally, creating jobs, supporting UK manufacturing and delivering stylish homes that are sustainable, affordable to run. VIPs from the Housing Ministry, to the great and the good of the housing and construction sectors including deputy Mayor of London, James Murray, Homes England etc have all been to Beechwood to see how it is a model for thriving communities of the future. It’s even the basis of a new modular guide Swan / NU living have produced, so is influencing nationally too.

Alongside development partners Basildon Borough Council and Homes England and working with architects, Pollard Thomas Edwards, Swan have responded to the government’s new custom-build and self-build initiatives to additionally offer 251 of these new modular homes that residents can personalise to their own requirements and tastes, creating a unique home. Residents are already living in these high-quality, precision engineered modular homes!

However, it’s not just about homes - it’s about building thriving communities. Swan prides ourselves on wanting everyone to have ‘somewhere to feel at home’ and at Beechwood we have created a lasting transformation, making a significant contribution to meeting housing need, whilst ensuring a healthy and happy community can thrive in this beautiful high-quality mixed tenure community.

Carl Vann, Partner, Pollard Thomas Edwards said: “This is a fantastic opportunity, not only to regenerate a tired estate, but also to provide something really unique: genuinely customisable new homes at an affordable price.”

Steve Greener, Senior Area Manager, Essex, Homes and Communities Agency said: “We are delighted that our continued working with our partners Swan Housing Association and Basildon Borough Council has resulted in approval for a high quality development, that will incorporate custom build homes and provide much-needed housing for people in Basildon.”
Information links:
www.beechwood-nuliving.co.uk/#3rdPage
**Category 2: Development under 50 homes**

**Scheme: Tops Club - Thurrock Borough Council**

**Judges’ verdict:**
Particularly impressed with the strong design, good quality build on a difficult infill site and opportunity to delivery all the units as affordable housing.

**Description:**

Construction of the 29 unit Affordable Rent Thurrock Council scheme commenced in November 2018 and is due to complete in January 2020. ECD Architects were procured to design the scheme to RIBA stage 3 and then novated to the contractor, Rooff Ltd, to construct it, with Employers Agent services provided by Bailey Garner. The site contained ‘Tops Club', a disused single story private members club and a rundown playground. The development was designed to occupy a corner parcel of land and re-establish the building line to reconnect the adjoining neighbourhoods by featuring a striking curved facade to the corner of the building to reflect the road junction. Located just a 10 minute walk to the town centre with a main line train service to London in just 35 minutes, the new development provides - 8 x 1B2P apartments, 4 x 2B3P apartments, 11 x 2B4P apartments, 6 x 3B5P maisonettes with 9m2 winter gardens, An office space for Council Housing department use, measuring 180.5m2, 23 new parking spaces and a 800m2 public playground.

The new development utilises the natural slope to provide high quality homes with river views. The design includes large windows, south facing communal gardens and private balconies which provide enjoyable outdoor space, enable passive surveillance and a connection with the street. New trees along Argent Street soften the interface between pedestrians and cars. The design features dark brickwork which is lightened in the second storey of maisonettes to create a striking facade. The sustainable design employs a fabric first approach to reduce energy consumption and maintenance costs which is enhanced with PV panels to the roof. The inclusion of both flats and maisonettes, at a variety of sizes has been designed to promote a diverse community and support the changing needs of residents. All unit sizes exceed London Housing Design Guide and Nationally Described Space Standards. The ground floor homes have front and back gardens providing a large defensible area whilst creating an interactive space between the building and the street. A public playground has been re-provided alongside the property and residents have been consulted regarding the choice of play equipment.

Community consultation was undertaken on several occasions throughout the design of the new development. This enabled residents and the local community to engage with the process, influence the design of the homes provided and take ownership and pride in the successful achievement of the planning process and scheme delivery on site. Feedback from consultation events was reviewed and the scheme was adapted based on comments around massing, car parking and facilities provided within the new playground to ensure this catered for the community needs. The contractor Rooff Ltd has contributed to social value by engaging with local schools and colleges and facilitated a site visit by students undertaking construction courses from a local college.

The development featured in LABM Magazine in 2016 and in a BIM seminar which ECD Architects held during the CIHSE conference.
Information links:
www.housingessex.org/developments
## Category 2: Development under 50 homes

### Scheme: Goldlay Square, Chelmsford - Essex Housing

**Judges’ verdict:**
A good-looking scheme, well designed with an innovative approach to housing young people in transition with disabilities as they move from Children to Adult Services.

### Description:

Goldlay Square - Essex County Council’s flagship property development of 32 units - Goldlay Square, Chelmsford, was officially unveiled on 24 October 2018 and over a 7 month period now has sales agreed on all of the units.

This contemporary collection of 32 architect designed 1 and 2 bedroom apartments; 23 private and 9 specialist units adapted for young people with learning difficulties who are transitioning to adulthood, was shortlisted for the Inside Housing Development Award for the Best Development (under 70 units) and has been widely referenced in national publications.

Built to an exceptionally high standard and set around private landscaped gardens, the scheme is located in the vibrant neighbourhood of Moulsham and is in walking distance to Chelmsford City Centre and in easy reach of the train and bus stations.

**Tenure mix**

Essex Housing schemes incorporate affordable requirements specified by the planning authority, however, we look to use some of these affordable units for specialist housing (independent living for older people and independent living for those with learning disabilities).

This scheme comprises of 23 private and 9 specialist units adapted for young people aged 18-25 with low to medium level learning difficulties who are transitioning to adulthood. ECC Social Care identified individuals to move into the properties who will live there for two years with a 24 hour live in carer on site. During this time they have been placed on a planned programme developed with the local College to help prepare them for adulthood, including work placements within the Council. At the end of the programme, some or all of the residents should be able to transition to general needs accommodation and all will have improved longer term outcomes and quality of life.

**Design excellence**

The apartments are all of high quality and all in excess of minimum space standards. The units also have a high specification which includes underfloor heating and high spec kitchens with integrated Zanussi appliances.

From a sustainability perspective the proposed energy strategy has, as its first priority, minimised energy consumption through suitable design - this includes optimising the building layout to ensure good daylight and recessed balconies to offer shade. The scheme also incorporates solar roof panels, electric car charging points and a car hire scheme whereby local residents can hire a hybrid car from one of the charging points, providing a sustainable alternative to car ownership.

**Construction and Place shaping**

The site was formerly the home of the Essex libraries headquarters but had become a dilapidated publically owned asset that was surplus to requirements and incurring significant maintenance and security costs to the public purse. Bringing this site back into use not only helped to address general and specialist housing needs but also brought development forward on brownfield land, protecting the greenbelt, and radically improving the appearance of the immediate street scene.
The scheme has a contemporary design with a strong emphasis on functionality and integration with the public realm. Building mass and design is proportionate and offers a sense of activity and purpose to the built environment. Variations in scale, materials and boundary treatment across the development's three blocks enable the proposed scheme to contribute to the character of the area.

The development consists of three buildings shaped around a new landscaped garden. The garden area incorporates seating areas which face onto the public artwork depicting the history of the site from renowned artist, Les Bicknall. The communal garden area has been designed to encourage walking, informal play and areas to rest and enjoy the green open space. The principle behind the design is for this area to become a social hub of community interaction.

National Recognition
• Highly commended at 2017 ACES Awards for Excellence
• Shortlisted for ‘Development Team of the Year 2018’ - Inside Housing Development Awards 2018
• Goldlay Square scheme shortlisted for ‘Best Development (under 70 Units) 2018’ - Inside Housing Development Awards 2018
• Highly commended for ‘Council of the Year’ - UK Housing Awards 2019
• Shortlisted for ‘Impact through Innovation’ - ENEI Awards 2019

Information links:
www.housingessex.org/flagship-property-development-unveiled
www.placeservices.co.uk/projects/goldlay-square
Category 2: Development under 50 homes

Scheme: Rochford Road - Southend-on-Sea Borough Council

Description:

Rochford Road - Southend-on-Sea Borough Council has delivered an innovative development of 16 desirable affordable rented dwellings, comprising of 12 x 2 bedroom flats, 3 x 3 bedroom houses and 1 x 2 bedroom bungalows across two former garage sites in the North of the borough. The dwellings are built to a high standard and aim to be indistinguishable from new builds in the private sector.

Both sites were formerly underutilised garage sites which had fallen into disrepair and become the source of anti-social behaviour in the area. The redevelopment of these sites to much needed affordable housing has had the additional effect of regenerating the immediate area.

The project team have worked closely with the adaptations team to ensure the dwellings are designed to a high standard, to be accessible and adaptable. To this end the dwellings all exceed the National Technical Space Standards, and are built to a minimum of building regulations M4(2) - Accessible and adaptable dwellings, with the ground floor flats and bungalow built to the higher M4(3) - Wheelchair user dwelling.

A modern internal look has been achieved by utilizing a combination of modern hues, square edge skirting/architrave, vertical panel radiators, five panel internal doors and modern door handles. Large floor to ceiling windows have been utilized to both help a modern feel and to ensure the dwellings benefit from significant amount of natural light. The general needs properties have wood effect vinyl flooring on the ground floor, and grey carpet to the upstairs. The wheelchair user dwellings have been fitted with appropriate hardwearing floor coverings.

The dwellings all benefit from solar PV; the houses with a system fitted with a solar diverter to utilized unused power to heat the hot water. The solar system on the blocks of flats serves the communal areas in an effort to reduce the service charge for the tenants. The flats have been fitted with power assisted communal door with fob access to improve accessibility for wheelchair users.

The external works include cycle storage for all the dwellings, communal bins storage, clothes dryers and parking provision in excess of the Council’s planning policy. Substantial planting has been provided to the front of the scheme, and screening trees to the rear.

The homes have been allocated via the Council’s Choice Based Lettings (CBL) system helping to address the borough significant housing need as demonstrated by circa 1500 households currently on the Housing Register. A number of the dwellings were allocated to homeless families who the Council had accepted a duty to assist. The Wheelchair user dwellings were allocated via adaptations team’s nominations panel to ensure the user whose needs were best addressed by the dwellings were successful.

The project team have been keen to harness affordable construction schemes to help the local economy and residents, and to this end the main contractor Marfleet & Blyth endeavoured to utilize local labour during the project.

Marfleet & Blyth also made a donation to a local school for sports equipment, and engaged with SECTA (South Essex Construction Training Academies).

The project also utilised Essex based architects, AK Design, and Clerk of Works, Qualitas. Pellings LLP acted as the Employers Agent for the project.
Information links:
Southend-on-Sea Council - Rochford Road scheme
<table>
<thead>
<tr>
<th>Category 2: Development under 50 homes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Scheme: Cherwell Drive, Chelmsford - CHP</strong></td>
</tr>
</tbody>
</table>

**Description:**

Cherwell - Eight, new affordable homes for rent at Cherwell Drive, Chelmsford.

CHP completed their development at Cherwell Drive, Chelmsford in May 2018 and provides Chelmsford with 8 new affordable homes for rent.

The project cost £1.4 million and received £211,000 of funding from Homes England and comprises 6x2 bed houses and 2x3 bed houses all let on an affordable rent and aims to transform the lives of its new residents by providing them a safe, secure and great quality affordable home.

CHP acquired the 0.3Ha site from Chelmsford City Council. It comprised two parts, an area of hardstanding that had formally been used for garages and an area of open space with a small under used children’s play area. It was a back-land site, surrounded by houses on all sides.

CHP worked in partnership with their architect, Barefoot and Gilles to come up with a design that sat well with the surrounding areas, that focused on design, connectivity and the public realm associated with the Placeshaping agenda, but also took account of the various site constraints. Several of the surrounding properties had rights of access across the site to garages in their rear gardens. These access needed to be maintained. There was a footpath that ran across the site that needed to be retained. Whilst keen to provide new affordable homes in the area, CHP wanted to respect the neighbourhood and did not want to build a development that would impact on how existing residents used the area and accessed their homes and gardens. To compensate for the loss of open space CHP contributed towards the provison of alternative play areas in the neighbourhood.

CHP appointed DCH Construction as their contractor and in February 2017, work started on site. The new homes are built to Lifetime Homes Standards, which will allow the internal layouts to be altered and adapted to suit the changing needs of our customers, without the need for them to move out. The new homes are built to Code for Sustainable Homes Level 3 and to help combat fuel poverty are fitted with Photo Voltaic Panels.

The new homes were completed in May 2018 and the residents, nominated by Chelmsford City Council were soon moving in. However, just prior to work completing on site, Vicky Ford the MP for Chelmsford visted the development. Vicky said: “With a keen interest in housing, I’m really pleased to be here and view the development. This is all about building real communities and homes for people, and I’m delighted to see such high-quality development for affordable housing from CHP in my constituency.”

This type of brown field development forms a key component for CHP’s growth strategy that aims to deliver 365 new homes each year, or in other words ‘a home a day’ and contributes to CHP’s mission to transform lives by creating great homes for everyone. It has transformed the area into housing that is both affordable and of great quality in communities where people love to live.
Information links:
**Category 2: Development under 50 homes**

**Scheme: White Heather House - SK Architects / HARP**

**Description:**

White Heather House is an emergency accommodation hostel for single homeless women. The buildings were created within the curtilage of HARP’s existing Accommodation and Training facilities for local homeless individuals at the Bradbury Centre in Southend.

White Heather House is an emergency accommodation hostel for single homeless women. The buildings were created within the curtilage of HARP’s existing Accommodation and Training facilities for local homeless individuals at the Bradbury Centre in Southend. It is an inspiring facility contributing to the socio-economic regeneration and sustainability of the local area and its homeless population. White Heather House gives life to an unused and uncharacteristic space to deliver the necessary support and accommodation for women in need, to rebuild their confidence and move towards independent living.

Recently awarded the RIBA East Design Award 2018, White Heather House was also shortlisted for the prestigious RIBA Stephen Lawrence Prize 2018 and has been featured in publications such as the national magazine, Blueprint, which further celebrated the innovation of the scheme. The achievement of these awards is a positive reflection of the commitment of funding from Homes England, The Garfield Weston Fund and the Bradbury Foundation, alongside other local donors.

The scheme provides twenty private rooms with en-suites and kitchenettes, with the addition of communal facilities comprising of a launderette, communal lounge and office space.

The material choice for both internal and external cladding was sustainably sourced timber. This was not only used due to considerations to the environment, but also to promote wellbeing through the use of a natural aesthetic. Fenestration was carefully considered, with the focus of providing enough light to the internal space, as to meet one of the key priorities of wellbeing. However, windows were placed with control, as not to break up the external façade and jeopardise the natural aesthetic of the cladding.

The essence of the entire envelope, structural form, and interior, is a celebration of timber; the structures are constructed using sustainable timber effectively making each one a carbon sink.

The buildings are highly insulated with minimal energy input. Coupled with the renewable energy source, provided by photovoltaic cells, the spaces require little external energy. Sedum roofs encourage biodiversity whilst contributing to the thermal efficiency of the roof which achieves a U-value of 0.16 W/m2K.

Soft landscaping and planting promotes relaxation and creates a sense of community and pride, addressing one of the projects key themes; social sustainability. The external boundary treatments also comprise of sustainable timber, giving a natural aesthetic to the haven which sits within a predominately built up area. All existing trees have been retained to reinforce the importance of green space with the inclusion of a new tree in the centre courtyard, as a focus place for gathering and relaxation. To further enhance the characteristics of green space, the timber cladding is finished with a green wash as to mirror the existing greenery and new landscaping.

The project not only aims to provide a more sustainable future for its occupants, and ensure the longevity of the building, but it also considers the sustainability of the wider environment, through the use of renewables, low carbon footprint of both the building and construction process, and the enhancement of green space and biodiversity.
Information links:
White Heather House - Official Opening
Category 2: Development under 50 homes

Scheme: Maplewood Court, Basildon - Sempra Homes

Description:

The desire for Shared Ownership in Basildon is due to the differences between its local housing market and the national average. As set out in the Strategic Housing Market Assessment for South Essex, the private rented sector in Basildon is smaller than the national average with an obvious knock-on effect for local rent prices. It was noted in the SHMA the cost of a Shared Ownership property in Basildon was broadly equivalent to privately renting. Using this data and the desire to help local residents become home-owners, Sempra decided to develop this site with entirely Shared Ownership tenure. To enable first-time buyers, the initial tranche is set at 25%, meaning large deposits will not be necessary and these properties will be more affordable to a larger number of local residents.

Sempra Homes, a commercial arm of Basildon Borough Council, was set up to deliver quality new homes across the borough. It’s primary objective is to increase the supply of quality homes in the area, creating thriving, sustainable communities in which people will want to live and work, whilst generating revenue for the Council, its only shareholder, to further improve the quality of life for its residents.

The Maplewood Court development is delivered in partnership with Homes England through grant provision. This scheme is provided on the site of a disused community hall which was no longer fit for purpose and prone to anti-social behaviour. Due to the condition of the site Sempra Homes saw this as a great opportunity to not only provide a 100% affordable housing scheme but also improve the area for existing residents contributing to the wider regeneration of Basildon Town centre that is currently taking place. The scheme will be marketed to borough residents and borough keyworkers to assist the recruitment and retention to these essential services.

Sempra have an established public consultation and resident liaison process where existing tenants and surrounding residents are informed of all stages in the development process, and have a pre-planning consultation event where neighbours comments are taken on board. This was shown at Maplewood Court when extra parking spaces were added to mitigate concerns of residents who used the site for parking before Sempra took ownership of it. This scheme has been very well received by both councillors and residents. Over 240 people registered their interest in this scheme showing how hugely popular the design and location is with the public.

The design is low rise and set back from nearby houses, with allocated parking for all, within a residential area. The design for the property is based on the London Housing Design Guide, to ensure properties are modern and desirable homes within a well-planned developments that are affordable to heat and secure by design.
Information links:
www.semprahomes.co.uk/developments/maplewood-court/introduction
### Category 3: Innovation

**Scheme: The Meadows Scheme - Calford Seaden**

**Description:**

The Meadows scheme has seen the transformation of a derelict brownfield site into nine modern, new homes for the executive or large family housing market, with emphasis placed on creating highly sustainable dwellings. Before work commenced, the project site had fallen into a state of disrepair and disuse. The new residential development has rectified the issues associated with the derelict workshop buildings and security of the site. A number of local residents lent their support to the scheme in the form of positive comments which were lodged in response to the planning application, and positive feedback given during and after construction of the units. In addition to the delivery of high-quality units, great attention was given to innovative use of sustainable materials and Modern Methods of Construction. The scheme is serving as a pilot project which will provide insight into how the materials and construction have reduced energy usage and fuel costs. It has also served as a catalyst for development of the surrounding area.

Before work commenced, the project site had fallen into a state of disrepair and disuse. The derelict school site was plagued by the continued problems of unsightliness, dangerous structures, graffiti, vandalism and fires, and proved dangerous for local children as the site was not properly secured and was found to contain asbestos. The new residential development has rectified the issues associated with the derelict workshop buildings and security of the site. A number of local residents lent their support to the scheme in the form of positive comments which were lodged in response to the planning application, and positive feedback given during and after construction of the units.

Modern Methods of Construction and a fabric first approach were employed which allowed for cutting-edge design and maximised the sustainability credentials of the homes. The individual character of each unit was reflected in our design. Key features include a blend of pitched and disconnected roofs, timber frame SIPS system, rendered panelling and the use of coloured weatherboard, which is a modern twist on the Essex vernacular where clapboard is a recurring feature of older, rural properties.

The project demonstrated the ways in which development can unite and engage communities. The contractor ensured that all community concerns were addressed, and contributed additional charitable services to the community. These included setting out a concrete base in a nearby field for a neighbouring resident who had lost access to his parking space, aiding with the erection of a shed for a resident who lived closest to the site entrance, and provision of concrete bases for benches around the village's war memorial. The site manager's acknowledgement of the village community he was working within led to a score of 38/50 on his first Considerate Constructors Scheme monitor's site report and a score of 40/50 on his second CCS visit - both scores ranking above industry averages.

Owing to the modern methods of design and construction used for the development, this scheme has been selected by the client for a pilot project. This project entails post-occupancy evaluation analysis, including monitoring of energy usage, performance and engagement with residents. The client enlisted two families of different age make-up and demographics who occupy the two largest houses on the development. The evaluation will require the residents to monitor and report on their energy usage over a 12-month period. The data gathered from this analysis will provide insight into how design and construction have reduced energy usage and associated fuel costs. This analysis will create a feedback loop which will inform construction of future developments.
The former workshop site was purchased from the Four Acre Trust which also owns a significant amount of land surrounding the workshop site. It has always been the developer’s intention to use the successful delivery of this project to demonstrate their ability to deliver a larger scheme and thereby act as a catalyst for future development of the surrounding land.

Information links:
www.calfordseaden.com
Category 3: Innovation

Scheme: Modular Housing - Swan Housing Association

Judges’ verdict:
Modular housing at its best, locally constructed from a factory premises in Basildon. The high quality homes are being built at 50% of usual construction timescales using the latest Building Information Modelling.

Description:
Just two years ago, Swan opened its own offsite modular factory, investing £3m in Essex and supporting UK manufacturing and creating 60 local jobs! Fast forward to today and residents are now living in their brand new, high-quality, precision engineered homes at Beechwood - that’s making an impact! From our Essex factory the first modular apartments have been delivered to Watts Grove in London (which will be the UK’s first medium-rise CLT scheme built using modular construction). A further 200 modular homes at Laindon Shopping Centre have received planning and both Laindon and Beechwood have won many design awards!

Assembled and fitted out in the factory, the modules are delivered to site complete with kitchens, bathrooms and windows, leaving the on-site team to add the external cladding and other finishing touches.

BIM is central, used to create a full model of the homes which programmes the high-tech CNC machine with no rekeying of data.

Swan’s high-quality modular homes will be built in 50% of usual construction timescales, are energy efficient and sustainable, save around 10% in build costs, save an incredible 90% of waste and are indistinguishable from traditionally built homes. They are fully mortgageable and many will be custom built as you would a new car! With thousands of potential permutations available, buyers have the opportunity to design the layout of their new home, choose the specification, external appearance and even add additional rooms and feature windows.

With the ability to produce up to 400 homes a year using volumetric cross laminated timber, generating up to 100 local jobs in total, including 10 new apprenticeships, Swan are truly committed to both investing in Essex and innovating to meet the demand for new homes. When complete, the impact of Beechwood will be huge with over 900 homes for Basildon - of which over 500 will be built in Swan’s factory, transforming a tired, excluded Craylands estate into a thriving community with shops, community space and high-quality public realm surrounding high quality modular homes.

These modular homes are deliberately indistinguishable from traditionally built homes, they are greener, more sustainable (so they will be much cheaper to heat) and come with the usual 12 year guarantees and 60-year quality assurance. We chose CLT as it is a sustainable construction material which utilises soft wood timber grown in managed forests. It’s tough, long lasting, it also locks away carbon rather than omitting further carbon as happens during traditional construction processes. Modular construction uses less energy than traditional construction, waste is used instead of discarded; the whole process minimises the impact of construction on the neighbourhood, reducing deliveries, noise and disruption delivering positive impact for local communities.

Mark Francois, MP for Wickford and Rayleigh commented on Swan’s factory: a highly advanced factory for building homes for the 21st century. It's great to see innovative methods like this being used to provide homes for people across South Essex.”
Information links:
www.housingessex.org/253-2
### Category 3: Innovation

**Scheme: Energiesprong Pilot - Moat**

**Judges’ verdict:**
Highly innovative and ground-breaking use of modern methods of construction focusing on existing homes. The judges were impressed with the near net zero carbon attributes of the scheme, the use of off-site construction and the aim to increase productivity and encourage modernisation in the construction sector.

**Description:**

Energiesprong - A five-home pilot project launched in Maldon, Essex to create zero-carbon retrofit homes. Moat are working in collaboration with ENGIE who will maintain the homes and guarantee their energy performance for a 30-year period. The Energiesprong approach upgrades homes with the inclusion of external wall insulation, new energy efficient pitched roofs, triple glazed windows, energy efficient doors, insulated floors, solar PV, battery storage, mechanical ventilation heat recovery units and an air source heat pumps. Each property will be near net-zero carbon. The project has been supported by funding from the European Union. Moat prides itself on its environmental responsibility and performance, there was great appetite to collaborate with Energiesprong UK and ENGIE to deliver this innovative solution. The long-term aim for the properties is for them to become fully self-sustaining, ideally drawing minimal, if any, energy from local grids.

The whole house retrofit works being undertaken on our five Essex homes implement and encourage sustainable methods of conduct that involves the customer, contractor and housing provider alike. One of the objectives of the project is to drive product and process innovation for attractive, affordable, financeable net zero or near net zero energy refurbishments in the UK. This project allows for the modernisation of the construction industry to increase productivity. This project has driven industry as manufacturers and contractor have had to work in collaboration to provide a long term warranty linked to the energy performance of homes. The innovations installed must meet performance targets over a long duration. The project incorporates off site manufacture which is beneficial due to less disruption, increased efficiencies, increased safety, less training, less labour and increased sustainability.

A project such as this operating at scale could help the Government meet carbon reduction targets especially if the solution can be replicated at scale across the UK housing sector. The UK is to set a legally binding target to end its contribution to climate change by 2050 and these homes are a great example of how this target can be achieved. Due to the substantial increase in energy performance and technologies used to generate and store energy these homes produce very little carbon emissions.

This project helps to alleviate fuel poverty. Fuel poverty is something Moat and ENGIE are passionate about eradicating. Moat has invested heavily in this pilot. ENGIE’s aim is to demonstrate the ambitious targets set by Energiesprong are absolutely achievable and can achieve life-altering results. The increased energy performance of the homes enables a unique financing method to be applied. Great financial savings will be made by all households which allows customers to have access to more disposable income to enhance their quality of life.

The properties have been designed in a way to appease the planning department and regenerate the area simultaneously. The high quality design makes an Energiesprong property a lifestyle choice with value uplift for the entire neighbourhood.
The inclusion of technologies that provide adequate heating and hot water provisions enable householders to live in comfortable homes. The homes are designed in a way though don’t overheat in the summer and use sophisticated ventilation systems so clean air is circulated around the property. The properties are being heavily monitored to evidence performance so carbon dioxide, humidity and temperature levels are controlled to benefit the occupants. This solution at scale can help to lessen the burden on the NHS as cold homes impact negatively on respiratory conditions and heart conditions among other things.

Information Links:
ENGIE Zero Residents Manual
Category 4: Skills

Scheme: Construction Skills Development - Essex County Council

Judges’ verdict:
The judges liked the holistic approach taken to promoting construction skills in Essex through collaboration which has secured some much-needed new investment.

Description:

Essex County Council has taken a strategic approach to addressing the barriers and challenges faced by the construction sector. Our approach includes:

Intelligence gathering and industry/education engagements: The Council through the Essex Employment and Skills Board worked with the CITB to develop a robust skills picture for the County. This analyses workforce numbers and demand based on current planning applications. It also highlights at risk occupations and occupations in high-demand. To test the evidence base, we brought education and industry together at a Help Shape the Future of Construction Skills Event in Essex. The event has led to three workstreams developed to: increase and optimise funding in the areas; invest in future skills to help accelerate growth; Continue to address diversity and inclusion.

Investing in our infrastructure: The Council invested £50,000 to develop Clacton Skills Centre to re-focus on construction, in a deprived coastal area. This supported investment in infrastructure changes and new tools, enabling provision in scaffolding and brickwork. We also invested £30,000 in Harlow College to help develop new courses in Future Home Design.

Influencing funding: Utilising our evidence base, local growth knowledge and robust employer networks, helped secure £2m for two onsite training hubs which will support around 1,300 new entrants.

Address the gender imbalance: Hosted employer driven networking event specifically for girls to find out more about jobs and careers in construction. This has led to several work placements being organised. We’ve just co-invested with Willmott Dixon to enable Harlow College to recruit a fixed term FTE employee to train and develop new entrants from the underrepresented. The funding will help overcome barriers such as childcare and travel. The £10,000 will enable engagement with 25 learners with a minimum of 8 going into sustained employment as well engage 150 learners as part of an outreach campaign.

Supporting future pipeline: We secured external funding of £10,000 to support the development of a careers brochure and online marketing to address misconceptions. 50 copies of the brochure were sent to every secondary school in Essex, featuring case studies from local employers. This provided young people an insight in to a range of jobs and careers, including salaries and skills required. This has enabled partners such as the Essex Construction Training Agency to be able to deliver lunch and learns in schools.

Through our STEM programme we’ve worked with education and industry to deliver five specific construction experience/taster sessions and one competition across the county. This has reached over 500 young people, who as a result have engaged with local industry and gained an insight into the diverse roles and opportunities in the sector.

Supporting the hard to reach: Invested in new training initiatives to support those furthest away from the job market including providing a grant to GLA Roofing Academy to enable 20 men to undertake roofing training in Chelmsford prison, and further investment to enable plumbing and electrical training using innovative Virtual Reality as a training mechanism.
Information links:
www.essexesb.co.uk/our-research/construction-sector-profile-2019
**Category 4: Skills**

**Scheme: SECTA / Advice Hubs - Southend-on-Sea & Basildon Councils**

**Judges’ verdict:**
Excellent example of collaboration and innovation. Good progress has been made to-date on the delivery of construction skills in South Essex and meeting various targets.

**Description:**

The South Essex Construction Training Academies (SECTA) project received funding of £1million from The Construction Skills Fund. The project aims to get approximately 600 new entrants closer to gaining employment within the Construction sector.

SECTA works with people of all ages, levels and backgrounds looking for Office-based, Trade or Graduate roles in construction. Starting with a one-to-one conversation to establish exactly what it is they want to get from construction, then we devise a plan to help make it happen. SECTA has a key focus on attracting trainees from non-traditional entry routes and from underrepresented groups as well as trainees from employment in other industries particularly those which could be at risk of automation in future.

SECTA is not just about developing ‘on site’ trade skills. It also sets out to correct myths about the construction industry to attract candidates to office based specialisations in the construction industry such as Building Information Modelling, CAD and other technologies which will drive the construction industry in the future.

The SECTA programme has been developed through a partnership of local authorities, training providers, service providers, the Essex Employment Skills Board and construction companies to support the training and recruitment of new entrants to the industry. SECTA is funded from the Department of Education, administered by the CITB and delivered as a partnership project to meet the needs of the Construction Companies. The programme works across the South Essex area from Southend to Thurrock. Three training hubs have been delivered on live construction sites including: Tilbury 2 in partnership with Graham Construction, Airport Business Park in partnership with Henry Boot and Basildon Centre in partnership with Simons Group.

The Basildon Advice Store works to break down misconceptions and show people just how rewarding a career in construction can be. Through advice, training and support, we’re helping to bridge the gap in the skills shortage.

Over 1,000 residents have registered with the Advice Store with an almost equal split of approximately 500/500 currently employed or unemployed registering for support. This evidences the wide ranging appeal to both residents seeking work or looking to change their existing jobs. To date, The Advice Store has referred over 124 individuals onto the managing authority of the SECTA project.

Jack, aged 21 from Basildon has found work in the construction industry a few weeks after completing the CSCS training course said:

‘it is really hard to get work without a CSCS card because construction sites need it to show you have the required training for that type of work but without work you can’t pay for the course to get the card’.
SECTA operates a monthly turn around:

Week 1  - Registration Day: Identify needs, assisting with needs & booking training/events
Weeks 2 & 3 - Scheduled Training Programmes - Currently includes CSCS, H&S, Level 1 Trade Courses: Bricklaying, Tiling, Painting & Decorating and Carpentry
Week 4  - Employer Event - Contractors, Employers, Support Agencies, Guest Speakers & Roles available
Week 5  - Possible Work Placements and Site Visits

To date the Advice Store has held two employability events. The ‘Yes I Can’ event which took place in March and saw over 80 residents with either a physical or mental health condition and the South Essex Skills Roadshow held in May which attracted hundreds of people with more events planned for the near future.

In conclusion the South Essex Construction Training Academy programme in partnership with the Basildon Advice Store is instrumental in developing the skilled workforce needed to meet accelerated housing delivery targets in Greater Essex.

Information links:
SECTA - Supporting Evidence for construction skills award
<table>
<thead>
<tr>
<th>Category 4: Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Scheme: Lunch &amp; Learn - Essex Construction Training Association (ECTA)</strong></td>
</tr>
</tbody>
</table>

**Description:**

The Essex Construction Training Association (ECTA) has launched a new initiative which commenced on the 6th November 2018 called ‘Lunch & Learn’ and is being delivered in secondary schools throughout Essex, supported by its Members.

The Essex Construction Training Group has 70 members and is supported by the CITB. Alongside the skills training that we organise for our members, we have been tasked with developing an initiative to help tackle the problem surrounding the perception of schools regarding careers in construction. It is a common topic of members’ conversation that we need to inspire the younger generation and give them the knowledge to make construction their first choice for a future career - and we need to do this from an early age.

We had to find a way into the schools as teachers are busy and cannot devote too much time for extra-curricular activities. Our aim is to make students aware of the vast array of career choices, the pathways into construction and the potential earning capacity within those roles and to get them thinking and excited about the prospects. We decided that the only way to do this was to expose them to people who are performing these roles today, who could explain their jobs and how they got to where they are today.

The Group therefore developed our ‘Lunch & Learn’ initiative. Using our limited school contacts and with the help of the Essex Skills Board, and timing the launch with the introduction of the Gatsby Benchmarks (which was an opportunity for the Group and the schools to work together) we planned something that would send the right messages directly to those students who showed an initial interest and which would provide meaningful advice to them.

We approached our Membership and found that many individuals were willing to put themselves forward to attend a lunch session. We then organised dates with the initial school and attended and put up a ‘Go Construct’ pop-up and left literature in the school library for a period of 6 weeks. This acted as a ‘drip feed’ prior to having a Construction Ambassador attend for a lunch session once a week. The first ‘Lunch & Learn’ was very successful and has now been repeated 6 times and we have future bookings organised.

We have sent Ambassadors from all relevant age groups, both professional, fully skilled and Apprentices, male and female, in order to show the diversity of careers available. There has been a really encouraging response at all sessions which have been known to reach 20/30 students each time.

The Group has received great feedback from the schools and the Ambassadors and many of the Ambassadors have gone on to support the school independently with other career related initiatives.

The positive experiences of students attending a ‘Lunch & Learn’ session is now being shared between the schools and we are being contacted directly and asked for either the ‘Lunch & Learn’ or to deliver ‘Activity Sessions’.

The Group are now planning to encourage the other 90+ Training Groups to adopt the same format and we will continue this initiative by going into as many Essex schools as we can, with the full support of the Group members.
Information links:
http://ecta.co.uk
Category 5: Delivering Services to Vulnerable People

Scheme: Housing-Related Support - Greenfields Community Housing

Description:

At Greenfields, our ambition to “Improve Lives” goes beyond providing safe and comfortable homes. We are more than a landlord, and work with partners to support our residents and help them happily retain their independence in their homes across mid and north Essex. Support that is tailored to the individual’s needs is rare in this sector. However, we embrace the Care Act 2014, which recognises the role housing can play in ensuring vulnerable residents have control over their lives and the support they receive. Last year, we revised our Housing-Related Support for older people after local authority funding was withdrawn. Our Board agreed to fund a Housing-Related Support service based on need rather than where a person lives.

Support Co-ordinators visit residents assessed as requiring support in our Housing for Older People Schemes and, for the first time, retired residents in General Needs properties. The team carries out assessments either on referral or proactively, and enables the resident to access health services, care, help with day-to-day tasks, adaptations and more. One resident’s debt and acute mental health problems left him suicidal. His Support Co-ordinator fought to get him psychiatric help, while her manager helped with a bankruptcy application. The resident, now debt free and able to cope with bouts of depression, said: “Hand on my heart, I couldn’t cope without the support.”

On average, 100 residents living within our Housing for Older People schemes are receiving support at any one time. In 2018/19, 351 general needs residents age 65+ were offered support to maintain their independence. The team also carried out 165 unplanned welfare checks after concerns were raised about a resident. Co-ordinators regularly refer residents to support elsewhere in Greenfields including our Supported Garden Maintenance and aids and adaptations schemes. If we can’t offer support, we help residents find someone who can.

Recently, one 78-year-old resident was referred to the team by a colleague. He was lonely, incontinent and struggling with personal care due to physical disabilities. His co-ordinator made an aids and adaptations referral which saw his bathroom converted to a wet room, while a referral was made to an NHS incontinence team. We contacted the Royal British Legion’s befriending service, which also checked his war pension eligibility and provided £500 of Argos vouchers.

This year, the team are exploring how assistive technology can help residents remain independent. One 80-year-old resident has struggled to cope day-to-day after suffering eight strokes in 18 months, causing him to develop a speech impediment and severely limiting his verbal communication. Co-ordinator Kelly Lloyd purchased a Go Talk device and placed 12 recorded messages on it, allowing the resident to communicate his speech difficulties to callers, visitors and when out shopping. Co-ordinators are also building on a successful Silver Sunday party by hosting social events in each of our 17 schemes.

As one resident said: “I was not expecting the level of support that I’ve received from Greenfields and how much effort they put into my support. I would recommend Greenfields to anybody.”
Silver Sunday event hosted at a Housing for Older People scheme.

**Information links:**
This video promotes our Housing for Older People schemes with footage of Beaumont House in Coggeshall: [www.youtube.com/watch?v=qMvMGHjZkWs](http://www.youtube.com/watch?v=qMvMGHjZkWs)
## Category 5: Delivering Services to Vulnerable People

**Scheme: Tenancy Sustainment Team - Greenfields Community Housing**

**Description:**

Greenfields Community Housing’s recently expanded Tenancy Sustainment Team, which supported 572 households to maintain their tenancy in a range of ways in 2018/19.

At Greenfields, we offer support based on need. For most residents, contact is largely limited to paying rent and booking occasional repairs. However, some residents have poor mental health, addiction or learning disabilities and can face challenges around debt, unemployment, benefits or isolation. We offer empowering support to provide the tools needed to overcome these issues.

The expansion of our Tenancy Sustainment Team last year ensures we offer person-centred care for residents with often a complex range of needs. Our three Tenancy Sustainment Coordinators, who are trained Mental Health First Aiders, support residents with issues including hoarding, accessing health services and maintaining routines at home. They build trust-based relationships and offer flexible support depending on needs and risks. Colleagues, including Customer Service Advisors and Neighbourhood Co-ordinators, now refer residents to support offered by four new team members: our Financial and Digital Inclusion Co-ordinators, our Welfare Benefits Advisor and our Health & Wellbeing Co-ordinator.

One resident found herself sliding into depression after a troubled relationship. She was referred to a Computer Club run by our Digital Inclusion Co-ordinator, and now loves volunteering as a DigiPal. She said: “It makes me feel like a better person in myself - liked and appreciated. Our new Financial Inclusion Co-ordinator has launched a Job Club with some early successes - four residents found work including Martin, who secured employment at TGI Fridays. He said: “She sorted out my CV, taught me additional computer skills and coached me in a mock interview. I can’t praise her enough and I can’t wait to start my new job.”

The Health & Wellbeing Co-ordinator manages volunteers who run Chair-Based Exercise classes, which improve mobility, prevent falls and help maintain independence. He sits on Braintree District Health & Wellbeing Panel and supports its Livewell Project, which saw Greenfields create “pizza gardens” in five schools before organising weekly cookery courses (with Braintree Area Foodbank) and cricket sessions for 20 children last summer.

We work with partners including Essex County Council, the DWP and local Jobcentres to ensure our residents get the support they are entitled to. We joined the Connect Well Essex social prescribing project, which enables people to self-refer to 14 services we offer and the support available from partners including Mind, Family Solutions and The Samaritans. In October, we joined 11 other district agencies at the first MAC (Multi Agency Centre) event, where anyone could visit and receive free advice. We regularly meet other housing associations to compare services, and one Essex HA recently set up its Tenancy Sustainment Service following conversations with us.

In 2018/19, the team supported 572 households. Support includes:

- 31 homes where poor condition or hoarding was an issue
- £320,324.95 in financial gains for residents following Welfare Benefits Advice
- Our new Hardship Fund, launched last September, awarded 12 households with £6382.38 in one-off grants
- 139 households were helped with budgeting advice
- 33 tenants were supported with Universal Credit applications
- 60 residents attended our Tea on the Green event aimed at tackling social isolation in Halstead.
Tenancy sustainment team meeting.

Information links:
Our new About Us video is about Greenfields in general, but includes our renewed commitment to support residents through both services: [www.youtube.com/watch?v=AF0nO14bhSwww](http://www.youtube.com/watch?v=AF0nO14bhSwww)
Category 5: Delivering Services to Vulnerable People

Scheme: Jake Barnes - Estuary Housing Association

Judges' verdict:
Impressed with the excellent service being offered by Estuary to support vulnerable people and the great feedback provided from end users.

Description:
Jake Barnes has set up the employment support service for Estuary Housing Association. There are case studies you can read here [https://estuary.co.uk/case-studies](https://estuary.co.uk/case-studies) - I urge you to look at the case study videos in the above link.

The service is operated in the entire Essex county where our stock is.

The employment service assists our residents suffering financially who are in need of employment to sustain their tenancy. The majority of people Jake assists are vulnerable people, long term unemployed, previously homeless and those suffering with mental health issues. These vulnerable groups are at risk of eviction due to Universal Credit so employment becomes a necessity.

Since September 2018 Jake has managed to assists 15 people into employment, 4 into apprenticeships, 117 have received 121 support, 25 into training and 11 work experience placements. This has surpassed all goals and KPI’s set for the program. This is remarkable considering Jake has done with solely with minimal support.

Jake has also assisted the promotion of the program via case study video which have been shared on our website and social media channels. These were solely filmed, edited and promoted by Jake.

Here are a few quotes from the people affected:

“Getting a flat with Estuary felt like winning the lottery, I was overwhelmed with emotion. They have provided me with a secure place to live, somewhere my kids can visit and a place I can call home. As soon as I moved in, I was referred for employment support. They helped me to create a CV, complete application forms, provide access to computers and even brought me interview clothes. Even after being told I got the job, I was supported in providing right to work documents, completing all the paperwork and online workplace health assessment. I am really grateful to Estuary for providing me a home and all the support Jake provided. They have given me a newfound pride in my life and I can now buy gifts for my children.” - Alan Race.

“The support I received from Jake helped me a lot. Before my apprenticeship interview he offered me to come in to prepare for the interviews. I believe I wouldn’t have got the apprenticeship without his support.” Shaquille.

Above I have provided feedback from individuals, meeting of key out puts and details of how Jake Barnes is helping vulnerable people in Essex live independently.

Information links:
Impact study can be found here:
- Ryan’s case study video: [https://youtu.be/4A8o1isHT50](https://youtu.be/4A8o1isHT50)
- Alan’s case study video: [https://youtu.be/y1AGzjorVJs](https://youtu.be/y1AGzjorVJs)
- Dave’s case study video: [https://youtu.be/EUCJnx3uKWA](https://youtu.be/EUCJnx3uKWA)
**Category 5: Delivering Services to Vulnerable People**

**Scheme: White Heather House - HARP**

**Judges' verdict:**
Outstanding example of a high quality development with a clear focus, providing an excellent service to vulnerable people.

**Description:**

White Heather House is a twenty bed female only hostel complex within the curtilage of the existing HARP Bradbury Accommodation and Training Centre for single homeless giving the opportunity to create a safe and supportive environment for women, benefiting from the facilities and security measures in place in the Centre, but having its own distinct area separate from both the existing emergency hostel and the Day Centre.

HCA 2015-17 Homelessness Change Programme was the principal funder, with a finite window, which provided challenges to the build. Through the use of creative architecture and landscaping by SKArchitects, White Heather House has been awarded the RIBA East Design Award 2018 and was shortlisted for the prestigious RIBA Stephen Lawrence Prize 2018 and HARP was the RIBA East Client Award 2018 in recognition of the collaboration.

The structure consists of triptych of highly energy efficient buildings around a landscape courtyard for social interaction, security and general well-being. Within the buildings are 20 unique specialist spaces with individual, cooking, storage and en-suite facilities as well as a communal lounge area, laundry and management support office.

This is the first HARP centre exclusively for women and has been created to meet an often unseen need, as often most Homeless women are hidden. The average age at death for a Homeless Woman is 43; 31% of people locally are women that are homeless; 25% of HARP service users are women.

The advent of White Heather has made HARP more accessible to women providing a less intimidating entry point to homeless services to these women, in a supportive and understanding environment. Already, this is improving and broadening the support available, empowering women to make positive changes in their lives as well as providing peer support for them from other women who are equally experiencing the loneliness and isolation which so often results from homelessness. Its’ success has been a combination of a single gender cohort; a team of highly trained staff with specialism in issues affecting women; consolidation of existing resources; collaboration with other agencies to give maximum support and high quality well designed bespoke accommodation.

The complex opened for its first residence in May 2017 and has been received hugely positively by residents, staff and the board of HARP, and praise from Heather Wheeler MP following her recent visit.

Over the first six months following its opening, HARP’s White Heather House achieved a 73% improvement in outcomes for its residents compared with women in our mixed-gender accommodation.
Residents’ Feedback:
“This is the nicest place I’ve ever lived in.”
“The staff are so cheerful and friendly.”
“Couldn’t possibly feel any safer and comfortable than I do now (life saver).”
“Many thanks to everyone for all the support and a place I can call home for a while means so much to me.”
“Without your support I don’t think I would have been here.”
“This is the best place for everything, from great accommodation to great staff.”

Information links:
White Heather House - Official Opening
Category 5: Delivering Services to Vulnerable People

Scheme: Essex Based Foyers - Swan Housing Association

Description:

Swan’s three accredited Essex based Foyers literally change the lives of young people, many of whom are in crisis when they first move into the schemes. Foyers are supported homes for young people aged 16-25 providing personalised support packages designed to treat everyone as an individual and promote success. The ultimate measure of success is when the young people can move on because they have gained the skills required to live independently without support. Staff use a system known as Advantaged Thinking to promote positivity.

All three Swan Foyers have recently achieved formal FOR Youth accreditation from the Foyer Federation recognising the quality of the services delivered by our team. The accreditation was awarded following a robust 12-month accreditation process and is only awarded to Foyers who consistently deliver the highest levels of support for their residents and are committed to a process of continuous improvement.

Julia Lopez MP visited our Havering Foyer to celebrate this achievement and commented on the uniqueness of the service: “The emphasis in all the support offered at Foyer is on responsibility, choice and a focus on each individual’s talents, helping young people believe in and take charge of their own positive destinies rather than to see themselves as hemmed in by insurmountable barriers.”

The Foyers constantly aim to expand the horizons of their residents, many of whom have had a difficult start in life. A recent three-day excursion to Thriftwood in Brentwood for example, saw the young people learn how to work in teams and conquer their fears.

The Foyers are safe and inclusive places for young people such as Janet. Janet moved into Swan House in Vange in 2017 after her mother downsized; she couldn't live with her father as he was abusive and didn't accept her gender identity. Staff supported Janet through anxiety and depression issues and signposted her to organisations who could offer more specialised support. Before living at a Swan Foyer Janet had avoided speaking to her GP about her gender issues, but following encouragement and support from staff, she now has a referral form from the Gender Identity Clinic and has arranged to see her GP as part of the initial referral process. Janet has grown in confidence and has now successfully broached the difficult subject of her gender identity with her father and other family members. They now call her by her chosen name, rather than her legal male birth name!

It’s not just the Foyer staff who support residents living in Swan's Foyers however, the whole Swan team do, for example supplying Christmas presents every year. Most recently staff in the Development team organised a charity football match which involved various departments and partner organisations. It raised £2000 which will be used to purchase projectors to be used for learning and development sessions and film nights.

Mayor of Basildon, Cllr David Burton-Sampson, said of the tournament: “This was an excellent event in aid of a very worthy cause. Well done to Swan”

Information links:

Youth accreditation report

https://spark.adobe.com/video/WdHRol9ktULy
https://spark.adobe.com/video/OJqPb9HBrySpp
https://spark.adobe.com видео/Czl5J6VklbrSx
Category 6: Partnership

Scheme: Working Together on Affordable Homes - Colne Housing, Iceni Homes & Braintree District Council

Description:

This shining example of collaboration has never been more relevant as we continue to try and solve the housing crisis together.

Without the commitment, vision and contribution of our partners, this development simply would not have gone ahead. Together we create a powerful strategic proposition:

- Flexibility, boldness and innovation of Colne’s development approach
- Proactive commitment of Braintree District Council to fund the land acquisition and shape accommodation required
- Specialist expertise and solution-focused determination of Iceni Homes.
- Gipping Construction, Last and Tricker Architects, and the Homes England completed the ingredients we needed for this successful solution.

The strength of Colne’s relationship with Iceni and Braintree District Council enabled them to work together boldly and differently to create Great Eastern Close in Braintree, Essex, a redevelopment of a former commercial office block called Crossman House owned by Essex County Council. Additional land adjacent to the main site was acquired from Network Rail. The existing building was demolished and a change of use planning application approved for 21 new apartments, 18 one bed and three two bed.

Three of the apartments are for homeless people and families needing temporary accommodation as they make the transition to a more permanent home. Allocations are managed by Braintree District Council. This provision is in synergy with Colne’s desire to provide a stable roof for vulnerable people to truly enable them to live independently and fulfil their aspirations.

The project cost £3,200,106, with grant of £325,000 from Braintree District Council, £360,000 from the Homes England, and £70,000 from Recycled Capital Grant.

Iceni enables Colne, along with the other shareholders, model, to access a dedicated, specialist team of development experts, at a level of cost that much larger organisations would typically be able to enjoy.

As evermore focus is placed on driving cost efficiency and working in partnership to deliver added value, we believe that Iceni is a model of development delivery that has never been more relevant. This development project required very close liaison from the very start between Iceni, Colne, and Braintree District Council, with a short window of time to reach an agreement to purchase the land from Essex County Council. The acquisition cost was funded through a grant commitment from Braintree.

Through this partnership Colne, through Iceni, was also able to present a compelling case for grant funding from Homes England to make the delivery of the final project financially viable. Acquiring land from the market is always challenging when you are looking to provide a 100% affordable housing scheme and the grant commitment and passionate support from the local authority provided a key ingredient to the success of the bid for additional funding.

The partnership was further enhanced by the community influencing the name of the new development, which is opposite the town’s rail station. What a perfect fit when the name put forward by the former station master was chosen - with a proud nod to local rail history, the new community which is fit for the future - was named Great Eastern Close.
Information links:
MP James Cleverly - Opens much needed affordable homes
Category 6: Partnership

Scheme: South Essex Domestic Abuse Hub - South Essex Local Authorities

Judges’ verdict:
Outstanding entry because of the complex multi-agency nature of the project and its success in securing funding. There was also clear well documented evidence of what has been achieved.

Description:

The South Essex Domestic Abuse Hub brought together Basildon, Brentwood, Castle Point, Rochford and Thurrock Councils with Changing Pathways and South Essex Rape and Incest Crisis Centre (SERICC) to deliver improved services for victims of domestic abuse. This partnership has ensured that emergency refuge accommodation has remained available and is now providing support for around 40 new clients every month.

The South Essex Domestic Abuse Hub (SEDAH) Partnership was formed in December 2016 with the aim of delivering a sub-regional ‘one stop shop’ to support victims of domestic abuse.

Specialist accommodation based domestic abuse services were at risk due to funding pressures. There was a need for better partnership working to ensue:

- Timely access to crisis support.
- Victims are assessed and offered services on the basis of their individual need for safety and support not their location.
- Victims are assisted to move geographical location if necessary for their safety.

The partnership successfully secured funding and in August 2018 the SEDAH Hub was launched. Demand for services exceeded expectations with an average of 23 new service users seen each month.

This identified the need to enhance our partnership working and in July 2018 a formal partnership management plan was implemented.

The partnership set a vision;

‘The SEDA partnership envisions a world free from violence and abuse.’

and a mission;

‘To work together to deliver responses to domestic abuse that increases safety for all victims, rebuilds lives and creates lasting change.

Each partner plays a role in helping people to be safe, rebuild their life and gain the skills to sustain the life they want to live free from fear and abuse. The partnership meets quarterly to evaluate and challenge the scheme and provide peer guidance. Recognising that each organisation brings different skills and expertise all partners hold equal power with decisions require agreement by a quorum of any 4 partners.'
The partnership set the following specific outcomes:

- To expand provision of the SEDAH Hub to support 350 new service users PA
- Fund an additional Refuge Support Worker to enable the refuge to support more clients with mental health issues and a Black and Minority Ethnic (BAME) specialist support worker
- Maintain 28 refuge and dispersed refuge beds
- Provide 600 hours of therapeutic counselling from South Essex Rape and Incest Crisis Centre (SERICC)
- To support 158 service users PA to leave abusive relationships and secure safe suitable accommodation or be empowered to remain safely in their own home.

The SEDAH Partnership has been successful in securing funding for the above until March 2020 from the MHCLG.

In 2018/19:

- The SEDAH hub supported 433 new clients (24% increase above target)
- 172 service users were supported to secure safe alternative accommodation or remain safely in their own homes (9% increase above target)
- The majority of service users reported that they felt safer, more supported and more optimistic about their future.

The fiscal, economic and social cost of domestic abuse is estimated to be a minimum of £11,772 per victim PA (Walby, (2009), The Cost of Domestic Violence, UNESCO updated by New Economy unit cost database). The cost saving associated with supporting 172 service users in 2018/19 to leave abusive relationships equates to £2,024,784.

Service users have given positive feedback about how this partnership has supported them.

In conclusion the SEDAH Partnership has bought together public and third sector partners to deliver genuine and effective change for some of our most vulnerable residents. It has delivered valuable fiscal cost saving and it has formed a firm foundation for future effective partnership working is South East Essex.

Information links:
Supporting Evidence South Essex Domestic Abuse Hub Partnership Award
## Category 6: Partnership

### Scheme: Management of Temporary Accommodation Partnership agreement - CHP and Chelmsford City Council

#### Judges’ verdict:
Particularly impressed with the “one team” partnership approach to managing temporary accommodation and the resulting achievements as documented in the submission.

#### Description:
In 2017 Chelmsford City Council (CCC) recognised the need to strengthen its strategic approach to housing in response to growing need and forthcoming changes. At the time there was over 360 families in temporary accommodation, a third in properties owned or leased by the Council however as a stock-transfer authority, the Council had very little capacity in-house for the management of these tenancies and was preparing to provide new modular units to improve the quality and reduce the cost of temporary accommodation.

Late in 2017/18 the Council and CHP formed an agreement for the management of more than 150 units of temporary accommodation that were owned or leased by CCC or CHP in Chelmsford and the surrounding area. The Council retained responsibility for the allocation of homes and the collection of rent, CHP helped by providing expertise and capacity for day-to-day management including repairs and disputes.

There were more than 20 KPIs relating to the management of the properties with awareness that there would be a much higher proportion of vulnerable families within these properties, due to domestic abuse, problems sustaining previous accommodation, etc.

Changes to both organisations, shortly after the start of the agreement, could have created barriers to performance but two new teams came together, adopting a ‘one team’ approach to both operational and strategic issues, each keen to learn from the other to improve outcomes for some of the most vulnerable households in Chelmsford. Within 12 months:

- Households in temporary accommodation reduced by 20%
- Rent collected rose from 70% to >95%
- Average debt per household reduced from £841 to £453
- £164,000 former tenant arrears collected
- 50% reduction in arrears written off
- Total arrears reduced from £258,000 to £127,000
- Only one case of ASB requiring formal action

Both teams however saw opportunity to also work with families to improve their long-term prospects, using CHP’s community-based services more than 40 households have been helped to access education, including maths, English and IT; employment support, preparing CV’s, interview techniques, job applications and work experience placements and other support including child and family wellbeing. With the help of CCC’s Tenancy Sustainment Officer and others there has been only four evictions due to non-payment of rent throughout all CHP stock, as prospective tenants are helped to prepare for independent living. More than 70 families have successfully moved on from temporary accommodation to secure permanent tenancies with no risk of homelessness.
The agreement has led to CCC and CHP to see temporary accommodation as a starting point for many vulnerable households to begin their transition from homelessness to independence, both organisations have also benefitted from:

- Better understanding and empathy for the challenges each faces;
- Pooling resources and expertise;
- Reduced duplication and improved consistency;
- More effective planning to prevent homelessness and meet local need; and
- Measurable improvements for the local community

Modular accommodation units at Beeches Road, Chelmsford

Information links:
www.chelmsford.gov.uk/housing/living-in-temporary-accommodation/
Category 6: Partnership

Scheme: White Heather House - SK Architects / HARP

Description:

The delivery of the build for White Heather House is HARP’s first homeless hostel purely for women. The design and build was a collaboration of Client and Architect to deliver a bespoke and sensitive environment that met the need.

HARP, the leading Southend based charity for the homeless, provides essential support to enable people to rebuild their lives and return to independent living, and has worked with SK Architects to deliver several new and refurbished centres of accommodation for HARP’s service users since 2013.

White Heather House is an RIBA award winning and inspiring facility contributing to the socio-economic regeneration and sustainability of the local area and its homeless population. It gives life to an unused and uncharacteristic space to the rear of HARPS pre-existing centre, to deliver the necessary support and accommodation for women in need, to rebuild their confidence and livelihood. This is the first HARP centre exclusively for women and the project was realised through HARP and SK Architects working relationship. The project has recently received an RIBA East Design Award 2018 and was nominated for the prestigious RIBA Stephen Lawrence Prize as recognition for the services that this piece of architecture provides the community. The project also won RIBA East Client of The Year Award in 2018, which recognises that the partnership between HARP and SK Architects was a key element to the success of the scheme. The following quote from the RIBA demonstrates this:

“This is a wonderful example of where the architect, Steve Kearney, would just not let a project fail. He formed his own construction company, overcoming early setbacks, to deliver the project to a tight budget and timescale. This is a project that is really changing lives…HARP is a worthy Client of the Year providing much needed sanctuary for women who are made homeless in Southend. They had clearly worked hand in hand with Architect, Steve Kearney” RIBA, 2018

When traditional procurement was proving to be costly, SKArchitects offered a series of management contracts in partnership with SKA Projects to ensure a high-quality build. The final cost was £50,000 under budget allowing this to be used by HARP to deliver vital services needed for the homeless in the local area.

The relationship between HARP and SK Architects has meant that 20 vulnerable women now have the opportunity to find haven in an award-winning piece of architecture, and HARP and SKArchitects have since continued to work together on a number of other projects to deliver further vital services to the community.

“I am just as excited by this project as I was at its inception; it has a wonderful cohesive quality and feels like a sanctuary, a place of restoration and hope, everything I had hoped for and more. Best of all this Spring there will be 20 less homeless women sleeping on the streets because of White Heather House, and the dedication and vision of the team who have created it.” - Nicky Houston, HARP, February 2017.
Before

After

Information links:
White Heather House - Official Opening
**Category 6: Partnership**

**Scheme: Swan & Basildon 25 years of Excellence - Swan Housing Association**

**Description:**

As Basildon turns 70, Swan HA turns 25 and the relationship with Basildon Council formed in 1994 is as strong as ever, as we provide housing services to thousands of residents and regenerate Craylands and the Laindon Shopping Centre, in partnership with the council and Homes England.

Swan started life as Basildon Community Housing Association in 1994 taking a transfer of 2,000 homes in Basildon from the Commission for New Towns and has since grown to own and manage more than 11,000 homes in Essex and East London. Its long partnership enables Swan to carry out its most innovative work in the Borough, including constructing custom build modular homes, after investing £3m in its own factory in Basildon.

Swan’s CEO John Synnuck who has led Swan from the start, recently celebrated 50 years of service in social housing and won the prestigious Housing Heroes lifetime achievement award. John truly believes partnership working is key to making positive, local change.

Under John’s leadership and working closely with the Borough, Swan has transformed major estates in Basildon including Church View and Five Links and continues regenerating Craylands as Beechwood Village. Together, with Basildon we are tackling the biggest challenges such as the Laindon Shopping Centre regeneration which has been failing for decades.

Swan consulted over 2,000 residents and has multi award winning plans for a new high street, medical centre, Swan office and homes. The scheme received the green light from Basildon planners and demolition began in May. It will transform Laindon for everyone - www.laindonfutures.co.uk/

However, it’s not just about housing! This year, Swan’s dedicated Community Development team has supported, with partners, over 100 Basildon residents through training, including developing skills for the modern economy. On a recent ‘teaching assistant’ course all sixteen attendees found work placements in local schools on completion and five gained employment!

For 25 years Swan has delivered affordable homes and created thriving communities, somewhere to call home, for those who need it most because of its partnership with Basildon.

Basildon Council’s Chief Executive, Scott Logan, said: “We have built a successful and longstanding relationship with Swan that is benefitting our residents. Our partnership is a great example of what can be achieved when a council and forward-thinking housing partner work together, to deliver ambitious and innovative housing and development projects where the needs of the community are at the heart”.

Cllr Phil Turner, Past Leader of Basildon Council said: “The development of this state-of-the-art factory is great news for the borough for so many reasons. Swan’s investment is creating dozens of jobs for our residents and will help ensure hundreds of high-quality homes are built. By working in partnership with Swan, we are already achieving great things, such as the regeneration of the Craylands Estate. This factory demonstrates Swan’s long-term commitment to the borough and we look forward to continued partnership work in the future.”

**Information links:**
www.basildon.gov.uk/basildon70
www.swan.org.uk
**Category 6: Partnership**

**Scheme: Multi Agency Approach to Rough Sleeping Project - Southend-on-Sea Borough Council**

**Description:**

Multi Agency Approach to Rough Sleeping Project - funded by the Rough Sleeping Initiative, Southend has formed a multi agency approach to tackling rough sleeping.

Southend has rough sleepers who face multiple disadvantages & who are often not only excluded from our community but also from the very services that have been set up to help them.

Many of our rough sleepers have entrenched behaviours, including mental health & substance abuse challenges; this makes it very difficult to find anyone who will agree to accommodate them. This creates a vicious circle keeping them on the streets, because their chaotic behaviour & lives prevent them being accommodated, which further reinforces these behaviours.

As a partnership in Southend we have realised a shared vision to end rough sleeping in the borough by working collaboratively, removing the inequalities faced by some of our most vulnerable & chronically excluded members of our society.

In Southend we put our rough sleepers at the centre of our planning & focus on matching our services to their needs, rather than expecting them to fit into our services. Our partnership always demonstrates a positive approach, which highlights what people can do & might be able to do with appropriate support, rather than what they can’t do.

Southend’s multi-agency approach to rough sleeping continues to deliver successful outcomes both for individuals & local stakeholders, our key agencies are –

- Homeless Action Resource Project
- Southend Treatment & Recovery Service
- Mental Health
- Probation
- Essex Community Rehabilitation
- Peabody- Assertive Outreach Team
- Rough Sleeper Initiative Outreach team
- Job Centre
- Winter Night Shelter Scheme
- Essex Police
- Southend Mind
- The Storehouse Community Project
- South Essex Homes
- Rosemead Project (Ex-offenders hostel)

By working together in partnership we are able coordinate individual, bespoke plans & actions between our organisations & this collaboration has given us the ongoing opportunity to exchange views & share commitments, this provides us with the momentum to get things done & get them done as quickly as possible!

Our partnership provides coordinated multi-agency interventions for chronically excluded people in the borough, including treatment resistant rough sleepers & those who may have multiple needs, such as, mental health & substance misuse issues.

Through multi-agency case discussion & complex needs meetings we plan a coordinated response to those identified as high risk. This includes prioritising those with the highest level of need & progressing any related actions, but also involves identifying blockages within the local systems which may challenge the delivery of effective support to this group.

For some of our rough sleepers, success will be measured in very small steps over a very long period of time. That’s fine with us. We want everyone to reach their destination & will guide each person there at a pace that’s right for them.
Maybe not all of them will successfully reach their destination first, or second time round, but we will be there with the strength of our partnership for when they're ready to try again.

We haven't solved homelessness yet. Rough sleeping is still an issue in Southend. But now those that had no hope of being accommodated can dare to hope again.

Like Springsteen said, “Nobody wins unless everybody wins”.

**Information links:**
- [www.southend.gov.uk/info/200232/housing/141/homelessness/8](http://www.southend.gov.uk/info/200232/housing/141/homelessness/8)

### Category 7: Housing Professional of the Year

**Judges’ verdict:**
Everyone in this entry was considered brilliant and it proved a hard category to judge. In recognition of the high quality entries and individuals concerned the judges agreed highly commended awards to four of the entries for their commitment to housing profession and the residents they serve.

**Person: Adam Thompson - Essex Housing**

**Profile:**

Adam joined Essex Housing in 2016 having previously led a variety of strategy, performance and partnership projects. Since joining the team, working with Development Surveyors, Adam has brought forward a number of complex public sector-owned development sites for housing; such as Goldlay Square, Chelmsford which provided a total of 32 units including 9 specialist apartments for young people with disabilities transitioning into adulthood. He is also the Operations Manager for various sites across the County. Goldlay Square has completed and sold all units this year achieving great outcomes for residents that have moved in, the use of a brownfield site for housing, whilst generating a surplus for the public purse and reducing maintenance liabilities and holding costs on a surplus building.

A further key reason for Adam's nomination this year is his great work on the One Public Estate Programme. Adam has led the re-establishment of a One Public Estate Partnership, bringing public sector partners across the County, including Districts, Boroughs, Unitaries, the City Council, Police, Fire and Health together with complex and differing requirements, to establish a joint approach to the “Essex” estate. Adam chairs the partnership board, and was instrumental in getting partner buy-in and collaboration through the regular meetings which are now well established. Adam's hard work has also been instrumental in a number of successful funding applications from the partnership to Government so far securing over £2.5m - providing new funding for Essex partners to help make the best use of under-utilised public sector land, bring forward more homes and return more money back into the public sector to spend on vital services.

Leading the re-establishment of the One Public Estate Programme in Essex and a true partnership approach to property in the county.

- Promoting cross-partner collaboration by chairing the Essex One Public Estate Partnership meetings
- Bringing in external funding of over £2.5m from Government that will create jobs, houses and great places for the people of Essex
- Bringing forward Essex Housing schemes that deliver a surplus to the taxpayer and create great places for Essex residents
Category 7: Housing Professional of the Year

Person: Jennifer Gould - Basildon Borough Council

Profile:

Jennifer Gould is Housing Solutions Manager at Basildon District Council. Her role includes finding solutions for vulnerable families who have lost their tenancies. As Director of Children’s Social Care for Essex County Council (covering Basildon) I am responsible for many vulnerable families with an urgent housing need who are intentionally homeless or otherwise ineligible for housing. We have a duty under the Children Act to ensure children are not without accommodation. This presents a considerable challenge for us as a department. Jennifer has worked in partnership with us to find solutions and has provided us with a great deal of help and support, making a real difference for families.

Jennifer works pro-actively in partnership with Children’s Social Care to find solutions for vulnerable families even after the responsibility of Basildon D. C. has ended once a family has been declared intentionally homeless. In many years of dealing with housing authorities, I have never before come across a housing officer who does not wash their hands of families once their legal duty has ended.

Jennifer has identified suitable providers to meet the specific need of our families and supports us in dealing with providers, sharing her deep housing knowledge and experience. This has enabled us to move families out of B&Bs into safer, more suitable accommodation.

Jennifer has placed a housing worker in our Family Solutions team. This has enabled our workers to understand and meet need so that families are appropriately housed whilst longer term solutions are found.

Jennifer understands that even if they are intentionally homeless, the family still has a housing need and will need help and support to get back into more permanent housing and to maintain a tenancy. This partnership approach helps us to ensure that families are more likely to resolve their problems.

Jennifer maintains excellent contact with us so that she understands emerging need and the challenges it presents us, and is able to make an informed contribution to finding solutions. As well as a positive impact for a number of families, my staff feel supported and feel that the housing function of the district council is a genuine partner to us in supporting families.

Overall, Jennifer's work with us has had a significant impact for local families. Children are in safer, more suitable accommodation and able to be properly cared for, improving their outcomes in many ways.
### Category 7: Housing Professional of the Year

**Person: Barbara Horne - Peabody / Essex County Council**

**Profile:**

Barbara Horne has worked in housing within Essex for 30 years managing teams that have worked with some of the most disadvantaged individuals.

Barbara is the current manager of the Pitsea service of Peabody and has worked within south Essex for the last 30 years. She has managed multiple projects for both Family Mosaic and since the merger with Peabody. Barbara retires this year and I feel the award would be a fitting tribute to her hard work and dedication in working with some of society's most disenfranchised and vulnerable individuals.

She is person centred and developed teams that are high achievers and high achieving.

---

### Category 7: Housing Professional of the Year

**Person: Pete Watts - Swan Housing Association**

**Judges’ verdict:**

There must be one winner and after much deliberation this goes to one person for the outstanding professional approach taken to such a wide range of housing support and related services which was well documented in the submission.

**Profile:**

Pete Watts, Swan's Director of Care and Support has made a significant contribution to many vulnerable people during his career. At Swan he is responsible for the strategic management of our Supported Housing and Care services.

Pete Watts, Swan's Director of Care and Support has made a significant contribution to many vulnerable people during his career. At Swan he is responsible for the strategic management of our Supported Housing and Care services. Pete is dedicated to being the best manager he can and recently became a Fellow of the Chartered Institute of Management after being a Chartered Manager for a number of years.

Pete is very generous with his free time too through various voluntary roles: he Chairs the National Housing Federation's Health, Housing and Care network Eastern Region; is a Trustee for the Foyer Federation and a Director of the Essex Independent Care Association. He is also Secretary and a founder member of Essex Pride and plays a key part in organising the annual Essex Pride event.

This award recognises success this year and Pete is a worthy candidate. He has led a significant change programme within his team to ensure they continue to improve and deliver high performing care and support services. Directly responsible for a team of 129 staff who make a huge difference to hundreds of people every day, despite the number of staff involved Pete is committed to personally speaking to every single member of his team to ensure they are listened to and have a direct line of communication to Swan's senior management.
This year Pete has supported Swan’s three Foyers through the stringent 12-month formal Foyer Federation accreditation process - ensuring his teams deliver the best services to vulnerable young people and helped the Care and Support Team foster strong partnerships with NHS commissioning teams such as the North Essex Clinical Commissioning Group to design services. This has enabled Swan Care and Support to successfully deliver innovative services such as the ‘Home from Hospital Service’, a 24-hour service that expediates the discharge of patients from hospital, freeing up vital NHS resources whilst ensuring people are properly cared for in their own home whilst they recuperate; approximately 3,000 people have benefitted from this service!

Pete supports some of the most vulnerable residents within Swan and he leads on Swan’s Safeguarding approach. This year 120 people have been supported to ensure they are safe and suffer less abuse.

Pete is passionate about diversity issues and is our senior team representative on Swan Proud, Swan's LBGTQ+ network and this year ensured many events and opportunities for support are in place.

Pete likes to get involved with front line activities whenever he can; he recently joined staff and residents during a three-day trip to Thiftwood in Brentwood where they took part in a variety of activities including canoeing, archery and abseiling. The trip had a huge impact on the young people and they have all seen an increase in both their confidence and team building skills as a direct result of the trip.

Category 7: Housing Professional of the Year

Person: Maureen Gallocker / Shona Gormley - Thurrock Borough Council

Profile:

Maureen Gallocker / Shona Gormley - Housing Investment Occupational Therapists

Maureen and Shona job share an occupational health practitioner role in the Housing Investment team at Thurrock Council. They work half a week each and carry out all the occupational health assessments for the Council’s tenants who are having their homes improved on the Transforming Homes Programme. They visit tenants daily and job share seamlessly ensuring continuity of work for the tenants and our partnering contractors. They frequently go the extra mile to make sure the needs of the vulnerable households are met appropriately after their assessments have been completed.

There are many examples of instances where they go over and above to support our residents. Some recent examples include supporting a family with a severely disabled child whose current home no longer accommodated the needs of their child. They advocated for the family across throughout and assisted in the work to identify suitable property. They then continued to support the family throughout the move, which was particularly difficult because the mother of the child was also undergoing treatment for a terminal illness. None of this is part of their day-to-day role however they worked hard to ensure the family needs were met and the move went as smoothly as possible for them. Sadly, by the time of the actual move the family were also dealing with bereavement following the death of the mother. They also went the extra mile in their support for a disabled and vulnerable adult whose home badly needed refurbishment and new adapted facilities to help them to continue to look after themselves independently. The resident had accumulated significant belongings that needed to be cleared first. They worked sensitively, building trust with the tenant. In their own time outside of working hours they helped the tenant pack and clear their belongings. The tenant now has all the new facilities has been very complimentary of the support she had been given. These are just two examples of the outstanding customer service.
Sponsor details:

Headline Sponsors:

- Birketts

Secondary sponsors: Basildon BC, BECG, CHP, Close Brothers Property Finance, Countryside Properties, Estuary HA, Essex CC, Legal & General Affordable Homes, Moat, SELEP, Strutt & Parker and Thurrock BC.

Excellence Award 2019

EDG

SEHG

HOUSING ESSEX

A VOICE FOR HOUSING PARTNERSHIPS IN ESSEX