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Orwell News - Spring 2021



A Message from our Chief Executive Wendy Evans-Hendrick

When I closed the door on the Head Office in Ipswich last March and moved all who could work from home to remote working, I certainly did not think that 12 months later we would still be doing it.

It has been a difficult year for everyone but, for the first time, there does seem to be a clear way out of this lockdown situation and hopefully one that we won't need to reverse. We have our own Orwell roadmap in place to gradually return to normal and already the Repairs and Estate Services team are back up and running, with only jobs that require two people working in close contact still on hold.

Although most of the Orwell team remain out of the office, we are all still contactable and social distanced meetings with your Housing Officer or other members of the Orwell team are possible. I am hopeful that, as the country gradually opens up again, we can start to do more with our customers to really shape the future.

I am delighted that at the AGM in March the Shareholding Members of Orwell voted to put two Orwell residents on to our Board. I am excited to have customer voices at the very centre of our organisation. This is just the start of greater customer involvement so please do get in touch with Claire Monk our Tenant Involvement and Sustainment Manager, if you are interested to know more about how you can work with us to improve and influence our services. Contact Claire at claire.monk@orwell-housing.co.uk

As we start to see sunnier days and the clocks springing forward, I am feeling optimistic that 2021 will be a better year for us all.

Best wishes,

Wendy Evans-Hendrick



More ways to get involved

We are actively working to develop more variety in the range of opportunities for residents to share their views and help shape our services. We aim to make it easy, interesting, and rewarding for residents to learn, share and grow with us and we are taking a new approach to give you more opportunity to input and feedback on the services and support that we provide. Find out how you can get involved and share your views here...

[Get Involved](#)



COVID-19 – what you think

We're keen to find out how Covid-19 has affected our tenants and customers. It only takes a couple minutes to complete our survey which is confidential and anonymous – your opinions will help us identify what additional support might be helpful to offer to you.

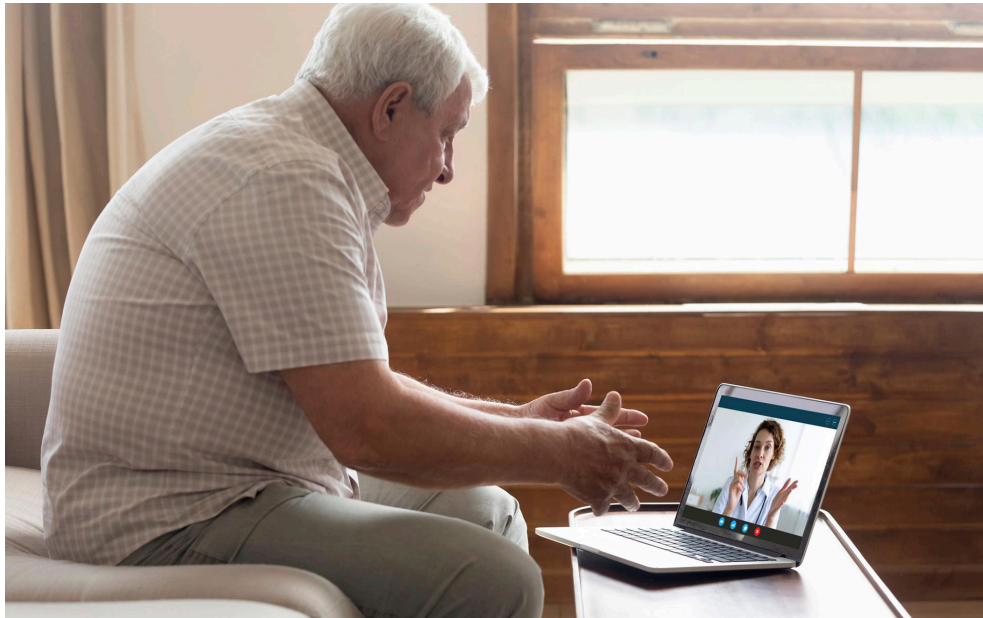
[Take survey](#)



Orwell appoints new Director of Customers and Communities

In January 2021 Orwell appointed a new director. Cairistine Foster-Cannan joined our team and brings with her a wealth of experience in the housing and homelessness sectors. Find out more about Cairistine here...

[Read more](#)



More help and advice for Orwell tenants

We've expanded the support available for our tenants with the appointment of Vivienne Dubois, our Tenancy Sustainment Officer. Viv can help, advise and support on a range of issues such as money, wellbeing, employment and health issues. To contact Viv, or to find out more about what we offer, visit our website here...

[Read more](#)

KICKSTART
SCHEME

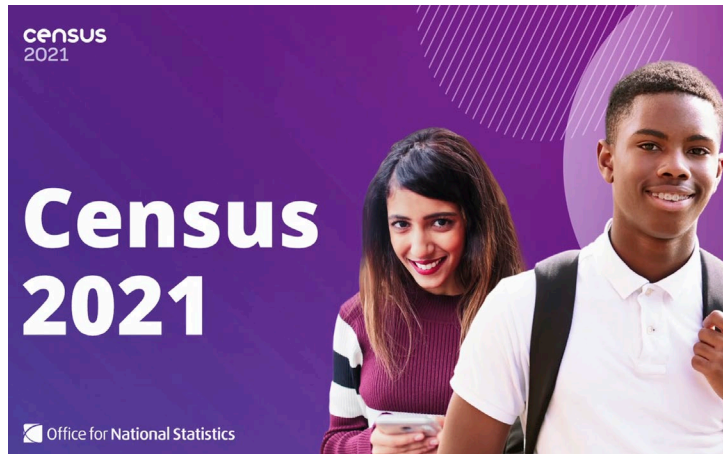
We are supporting the
Kickstart Scheme



Orwell offers opportunities into work for local young people

If you're 16-24 and looking for work, you could benefit from one of 46 job placements we're offering as part of the government's Kickstart scheme. The paid placements will last for six months and we have opportunities in administration, care and support and in our estates team. Find out more here...

[Read more](#)



Help to complete the census

There is still time to complete the Census 2021 if you haven't already. If you need some extra help to fill it in, you can attend an online event which will help explain what you need to do. You will need access to a computer. Click here to book a place...

[Book a place](#)

The events take place on:

Monday 29th March at 10am

and

Monday 5th April at 10am

Or you can contact the Census helpline on 0800 141 2021 or find your local Census support centre here:

[Read more](#)

The Census support centres may be able to arrange a one-on-one appointment either over the phone or in person.



OneLife Suffolk offers free support for a healthier lifestyle

OneLife Suffolk is a free service for families and young people. They offer interactive sessions covering topics such as sleep, healthy eating, being active and the importance of looking after your wellbeing. Content is delivered through engaging weekly sessions by their trained practitioners and educational resources and workbooks. To learn more, for free resources visit the Onelife website below.

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