



Minutes of PBHA Forum Tuesday 21st June 2016

Present: 10 Tenants and Participants, Clare Norton, Mandy Mansfield,
Chair: Precious and Michael
Apologies: Vanessa Morris
Minutes: Mandy Mansfield

Agenda

- 1 Minutes and Matters Arising
- 2 360 Staff Appraisals
- 3 PRIDE 2016
- 4 TV at Isledon
- 5 Creative Industries Showcase
- 6 Welcome Ifeoma and EHM Drop-in
- 7 Seaside Trip – 22nd July
- 8 Changes to Support and Staffing
- 9 Tenure Policy
- 10 Summer break from next Forum
- 11 Date and Place of Next Meeting
- 12 AOB

1 Minutes and Matters Arising

- **Board Meeting.** Mandy K was unable to attend, but had agreed that Mandy M could represent her views. Mandy M reported various concerns, including how unsettled tenants feel around the changes to support and increase in rents. Michael M presented positive feedback around the Forum and participation in general, and invited the Board Members to Pride.
- **Communal Gardens.** New contractors have been procured. The contractors will be visiting communal gardens for maintenance once a month from June to September, with additional visits in Autumn to clear leaf fall

2 360 Staff appraisals

PBHA will now be seeking tenants' feedback on staff performance in their annual appraisals. Tenants may receive a phonecall or letter asking to rate various statements on a member of staff's performance. There were some concerns around confidentiality if returning a paper questionnaire. Mandy informed the Forum that PBHA will include a stamped addressed envelope marked Private and Confidential to the manager completing the appraisal. It was

pointed out that people with literacy issues would go straight to their worker, and so it would not be confidential. PBHA will use the most appropriate means of communication for individual's feedback, including telephone calls. Mandy distributed the questionnaire and went through each statement for feedback on clarity and relevance. The Forum felt that the statement that covers the ethos of PBHA was complicated and asked for it to be simplified.

ACTION: Mandy to feedback to Management.

3 Pride

The Forum was reminded that the Pride celebration is on Friday 1st July from 12.30pm-4.30pm at Isledon Hub. The Mayor of Islington will be opening the event, Carol will show her round Isledon facilities. We need volunteers to help decorate and also help with serving food. There will be a talent competition, a DJ, karaoke, a raffle and vouchers for prizes. We will be setting off balloons in remembrance of the massacre in Orlando as well as MP Joe Cox.

4 TV at Isledon

Users of Isledon Canteen requested a TV/DVD player. It could be used to facilitate a Film/DVD Club. Initial management feedback is that the Hub space is meant for a place of learning and other activities, not for people to watch TV. A tenant responded that it could be used for Food Hygiene, Health and Safety or other learning videos, and used when the canteen is open at the weekends and not every day.

A TV/DVD combi is approx. £200, and the TV License is £145. That would be £345 from the Participation Budget. Mandy asked the Forum, in particular Hackney tenants and participants, how they felt about this. There were no objections from anyone present. Mandy asked those present from Hackney: If PBHA went ahead, what could we do for Clissold Hub to balance things? One tenant suggested a CD player/music system. A BBQ has already been suggested. **ACTION:** Mandy to feedback to Management and to put as an Agenda item at the next Forum.

5 Creative Industries Showcase

There is an exhibition opening at Kingsland Hub on **Wednesday 29th June from 2.30pm**, showcasing work from Creative Industries. There will be products from joinery, textiles, drawing and painting and creative crafts groups. Products from Supporting Makers will also be on display. The Forum was encouraged to go along, tell others, and support the talent and hard work of all participants involved.

6 Welcome Ifeoma and EHM Drop-in

Ifeoma Mokah, a new Enhanced Tenancy Sustainment Assistant, introduced herself to the Forum. Ifeoma will be working with 25 Hackney tenants who have transferred from the support structure to Enhanced Housing Management. Ifeoma will not be offering emotional support, but will signpost to external agencies where appropriate, e.g. counselling referral. Ifeoma cannot take tenants to hospital or other appointments, but will connect with Social

Services or a volunteer if this is a regular issue. Ifeoma will be dealing with Health and Safety issues, management of the property, repairs, rubbish issues and pest control. Ifeoma will also deal with transfer requests, minor antisocial behaviour and House Meetings.

Ifeoma is holding weekly drop-ins - Mondays 2pm-4pm at Kingsland Hub and Tuesdays 2pm-4pm at Clissold Hub.

7 Seaside Trip.

The seaside trip to Hastings is on Friday 22nd July. Booking forms were distributed to the Forum. The trip costs £10 and includes travel and lunch. The meeting point is at 8.45am at Legard Road, leaving at 9am sharp. The trip will be more widely publicised in The Rising Star, which is out next week.

The £10 needs to be paid at Kingsland Hub Reception. If anyone has any problems getting to Kingsland Hub, contact Mandy or your Support Worker.

8 Changes to Support and Staffing

In a staff restructure, Sherlock Mason is now Housing Officer and Antisocial Behaviour Lead. He will be dealing with more serious antisocial behaviour issues, including issuing Notices, ASB Agreements, Warnings, bailiffs and liaising with police. He will be working across both boroughs.

A new Income Officer (Robert Lorimer) has been recruited to deal with income, rent and arrears.

Over Summer, as more people move over to EHM in Hackney, PBHA plans to recruit for different posts, including Recovery Workers and Wellbeing Coaches. It is important we recruit committed staff with high standards. Clare asked the Forum for volunteers to be part of a Recruitment Panel pool. Those interested may be asked to sit on an interview panel. Three present volunteered. **ACTION:** Mandy to do an information session around being on an Interview panel at the next Forum.

Clare acknowledged feedback that tenants are upset about losing their support workers and are feeling a bit abandoned. She pointed out that it is not something PBHA would have chosen to do. Over coming months PBHA will be identifying gaps in the new service provision, and fundraising to try and fill those gaps.

PBHA is exploring whether we can provide sheltered accommodation to older tenants in the future.

9 Licenses for new tenants

PBHA is reviewing the Tenure Policy. New people coming into PBHA will be given temporary Licence Agreements. This means PBHA can issue a 28 Day Notice To Quit if a tenant is in serious arrears or has problematic antisocial behaviour. Good tenants would then move

onto a tenancy after 6 months. There will be no change to existing tenancies unless there is a two-way agreement. PBHA will also have more flexibility when deciding who comes into the properties

There are ongoing consultations around what contributions new tenants will be expected to make when moving in, and tying this into the License Agreement. A tenant suggested an 8 week compulsory course. A point was made about people not attending courses. **ACTION:** Item to be on next Agenda.

10 Summer break from next Forum

Those present agreed to have a break from the Forum in July, due to Pride and Summer trip.

11 Date of Next Meeting

The next Forum will be on **Thursday 18th August, from 1pm at Isledon Hub.**

12 AOB

- **Gardener at Clissold** - Sam, Clissold gardener, is leaving this week. Precious enquired whether he will be replaced. PBHA may look into replacing him in the future, but in the meantime we hope to put together a team of volunteers to manage the garden. **ACTION:** Clare and Precious to discuss in the next two weeks.
- **Canteen Floors** - Works to both Isledon and Clissold canteen floors will be starting soon.
- **Food Manager** - The closing date for the Food Manager post is this week.
- **Cost of meals at Isledon** - Following a consultation questionnaire, the cost of meals at Isledon is going up to £3.00 for a main meal and desert. Every six weeks there will be a special themed meal, which will cost £3.50.
- **Isledon Canteen Opening Times** - to be put in the next Rising Star.
- **Signs for Isledon** - Two signs are needed for outside Isledon Canteen and Office Hub. **ACTION:** Mandy will email Jonathon in joinery.
- **HAPPY 70th BIRTHDAY Precious!** A surprise sugar free cake was presented to Precious in lieu of her 70th birthday on Thursday.