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**Minutes of PBHA Forum**

**Thursday 18th August 2016**

**Present:** 9 tenants, 1 participant, Vanessa Morris (Head of Services), Robert Lorimer (Incomes Officer), Mandy Mansfield (Participation Officer)

**Chair:** Kitty O’Leary

**Minutes:** Mandy Mansfield

**Agenda**

**1 Minutes and Matters Arising**

**2 Flood at Kingsland**

**3 Staff Restructure**

**4 Rent Advice Drop-In**

**5 Change Planning Workshop (Theory of Change)**

**6 Day to day repairs**

**7 Using Joinery Group for repairs.**

**8 TV at Isledon**

**9 BBQ at Clissold**

**10 Peer Support Network Group**

**11 Benefits reform**

**12 AOB**

**1 Minutes and Matters Arising**

* Well done and thank you to everyone who helped to make Pride a great success
* Tenants fedback that they enjoyed Hastings trip
* Gardener – We have employed Jo to work for 6 hours a week. She will mainly be based at Clissold. The Forum asked if she could come to Isledon to give advice and help set up planting potatoes and vegetables. Isledon need tools like shovels and spades. There are spare tools at Clissold. **ACTION:** Mandy to speak to Jo.
* Summer Activities – The street photography is not on Monday 29th August. A new date to be confirmed.

**2 Flood at Kingsland**

There has been a flood at Kingsland Hub and contractors have been working overnight to repair and fix the substantial problems. This includes the floor being taken up and pipes replaced. Kingsland Office is out of bounds (apart from the Reception area), staff have temporarily relocated to Geffrye Street, Isledon and Clissold Hubs, and Islington and Shoreditch Housing Association offices on Blackstock Road.

The forum asked what caused the flood? PBHA are not absolutely sure, but there may be larger issues with Hackney sewage system, as well as with the residential plumbing system. It is hoped that the issues will be resolved within the next three or four weeks.

**3 Staff Restructure**

As part of a staff restructure, there have been some redundancies.

**Property :**

Nicole Smith is leaving, and we will be recruiting for a **Property and Asset Manager**. The new person will have surveyor experience.

Andy Wakeman (Maintenance) is leaving.

**Creative Industries:**

Orla O’Flanagan (Creative Industries Co-ordinator) is leaving. We will be recruiting for an **Enterprise Manager** to oversee Geffrye Street Workshop, Outpost and Coffee Shop to produce and sell products and make as much money as possible.

We are recruiting for a **Coffee Shop Manager**

**Housing:**

7 support staff are leaving in the next month. Yasmin Simpson (Housing Support Worker) is leaving on Friday 26th August. Dennis Adeyinka (Hackney Supported Housing Team Leader) is leaving. There will be one **Housing Services Manager** for both Hackney and Islington and this will be Pat Yesufu.

Sherlock Mason (Islington Housing Officer) has changed role to **Senior Housing Officer and Antisocial Behaviour Lead.**

Robert Lorimer is the new **Incomes Officer** dealing with rent and arrears.

Other new roles within the new structure are **Enhanced Housing Management Workers** who will be dealing with tenancy sustainment and move on.

**The Recovery Lead** will be Fiona Campbell.

**Recovery Co-ordinators** will be Mariama Massami (Islington) and Gay Cooper (Hackney).

**Wellbeing Coaches** will be employed to work on a recovery focussed support service.

PBHA need tenants to help with interviews for new staff. There is an interview panel workshop on Tuesday 23rd August at 1pm at Isledon.

The new support service will be more structured based on The Recovery Model. This is a personalised approach looking at ways to prevent and manage crisis using different sources.

**4 Rent Advice Drop-In**

Robert Lorimer introduced himself as the new Incomes Officer. He is running three rent advice drop-in services at the Hubs.

Tuesdays 11am – 1pm and 2pm – 4pm at Kingsland Hub

Thursdays 2pm-5.30pm at Isledon Hub

Fridays 2pm-4pm at Clissold Hub

No appointment needed

**5 Change Planning Workshop (Theory of Change)**

Tenants were invited to be involved in looking at what PBHA does and what makes a difference. A workshop is planned for Thursday 25th August at 1pm. Those who attend will get a £20 Sainsbury voucher. Please let Mandy know if you want to attend so she can get the vouchers in time.

**6 Day-to-day repairs**

As part of the restructure the repairs services is changing. Day-to-day repairs is going to be done by an external contractor. PBHA will be interviewing potential contractors in the first week in October, and we would like tenants to be involved. Two tenants expressed interest. A tenant suggested we do some training for tenants to learn how to do basic DIY.

**7 Using Joinery Group for repairs.**

A tenant asked whether the joinery group could help fix the garden shed at Isledon as well as the bin area outside the Hub office. There was a comment from a member of the joinery class that participants might not feel confident to venture out of the workshop environment. It was asked whether joinery could make signs for the Isledon Canteen and Office. **ACTION**: Mandy to email Jonathon.

**8 TV at Isledon**

Vanessa pointed out that there is currently a thriving community at Isledon, and was concerned that a TV might dominate and spoil the atmosphere of communication. A tenant suggested that a list of rules should be drawn up, including who is allowed to operate it, and what type of programmes should be viewed over the weekend. Putting on a radio station was suggested. Tenants would like to start up a DVD film night. It was pointed out that the TV could also be used for training DVDs like food hygiene.

The Forum asked how much is left in the participation budget. **ACTION:** Mandy to bring the figures to the next Forum, when a decision will be made.

**9 BBQ at Clissold**

Precious is organising a BBQ at Clissold on Saturday 27th August at 3pm and all tenants are welcome to attend.

**10 Peer Support Network Group**

Following on from the therapeutic personal development pilot, Ann Carolyn is organising a new Peer Support Network Group at Geffrye Street. A tenant pointed out that she would be interested if it is being held at Isledon. Due to the upheaval at Kingsland, the start date is to be confirmed. Anyone interested should contact Ann.

**11 Benefits Changes**

Vanessa informed the forum that from November there will be a benefits cap of £296 per person. This includes Housing Benefit. This may affect those planning to move into the Private Rented Sector. If anyone is concerned, please speak to staff.

**12 AOB**

* **Jumble Sale**. Tenants want to organise a cake and jumble sale to fundraise for the participation budget. It was agreed to have it in Isledon Canteen on Saturday th October from 2pm-4pm. **ACTION**: Mandy to email staff asking for donations and to do a poster.
* **Phones at Isledon**. It was asked when the phones are being reinstalled at Isledon canteen. Fiona is looking into this.
* **Website**. A tenant pointed out that the website needs updating. This is in the process of being done following consultation.