

May 2018 / ISSUE 15

## New PBHA Time Bank scheme

**At Peter Bedford we are setting up a time bank so that tenants, participants and staff can exchange their skills, help each other with the things they enjoy doing, and get rewarded for it.**

A Time Bank is a scheme where you can exchange skills and time for credits, which you can spend on receiving skills and time to help you. For example, if you love photography you can organise a photography workshop and you would get time credits. You can then use these credits to join cooking lessons given by someone who loves cooking. It will be led by tenants and participants – so please contribute to make it work for you!

The time bank will be an excellent way of making friends, helping each other, and getting help for things you find difficult. It will help us to make new connections and combat isolation and loneliness in a supported environment.

You can contribute to the time bank in many different ways, according to how you can help, and what you need help with. We will organise information and taster sessions – please look out for these. The first will be:

**Tuesday 8<sup>th</sup> May – Introduction to the Time Bank – Clissold Hub – 5-7pm – with food!**

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Lani – our new participation and support worker – will also try to speak with you about how this works, your ideas for the scheme and how you can get involved.

**Here's what Tracy Isted, a PBHA staff member, who joined a Time Bank when she lived in South London, has to say about the scheme:**

I used time banking when I was a service user, and found it really rewarding. It grew my confidence, as I used to go and do arts and crafts around hostels in South London. Due my credits I had a guy come to my supported housing property and do some decorating and gardening. I gained many friends through using time banking as well, so if you are feeling isolated it's a good way of breaking down that barrier. I would ENCOURAGE everyone to do time banking as it's such a positive move.

## CEO Update

Hello everyone,

It has been a busy first three months of the year with us moving on how we can invest in your homes over the coming three years. The Board has signed off the investment plans, and we have made big strides in how we will fund the work. Works to replace a selection of boilers and fit more fire alarms in the properties are starting in the next few months. We will also be ordering kitchen and bathroom upgrades across the Peter Bedford properties and carrying out significant redecorations over the coming three years. As works get closer to starting, we will consult with you and aim to ensure there is as little disruption as possible to your lives and homes.

We have sold a property in Camden, and we will be using the proceeds of this to invest in extending a number of properties across Hackney and Islington. We expect this will mean we will house more people over time and help an increased number of people out of homelessness.

It is really great to see that we are bringing to reality our long-held hopes and plans to improve your homes and house more people. I expect to see this part of PBHA's work take a greater emphasis over the coming years, and ask for your support to make this a reality by assisting the property team to access properties and to engage in any consultations we carry out.

Financially, times are getting tougher in the world of housing support, employment and training. You will see a change in emphasis over the coming years with a renewed focus

from our enterprises, employment and training teams on providing the services you need to get into work or training you need to access. Please let us know how these teams can help you, and we will work with you to help you get the result you are looking for.

Lastly, I thoroughly enjoyed the Cultural Celebration Day at Kingsland Hub at the end of March. It was fantastic to see so many tenants and participants take part in the dancing, singing and story-telling. The food prepared by the staff team was delicious – my favourite was the dahl from Sudan and the gravlax from Norway. I am now looking forward to PRIDE in July, always a high point of the year!

With warm wishes for a good summer,

### Would you like to help publish Rising Star?

You can:

- Write articles
- Edit and publish contributions
- Print and distribute Rising Star
- Make a positive difference
- Help us communicate with each other

Reasonable expenses will be paid

If you are interested email [learn@peterbedford.org.uk](mailto:learn@peterbedford.org.uk) or ring the Kingsland Hub on **020 3815 4100**.

## MEET LANI! PBHA's new Peer Support and Participation Worker



Hi—I'm Lani Parker and I'm PBHA's new Peer Support and Participation Worker. It's my job to:

- Find new and improved ways people at PBHA can support each other to get the most out of life.
- Find out from you how peer support at PBHA can be improved.
- Support tenants to produce Rising Star
- Support you to get involved in the community, both inside and outside PBHA.
- Set up and run the time bank (see p. 1)

### Learning from you

I want to hear your ideas about what you like about PBHA.

- What do you like best about PBHA? (doesn't have to be one thing)
- How do you currently use PBHA's Peer Support and Learning services, and why?
- How to you currently get support and support others?

- What do you like doing in your spare time?
- How can PBHA's Learning and Peer Support work better for you?

I also really want to hear your PBHA stories – of the good times and the bad.

I've arranged a few 'Meet Lani' sessions – come along to find out more about me and my role, and let me know your ideas for PBHA. The next will be:

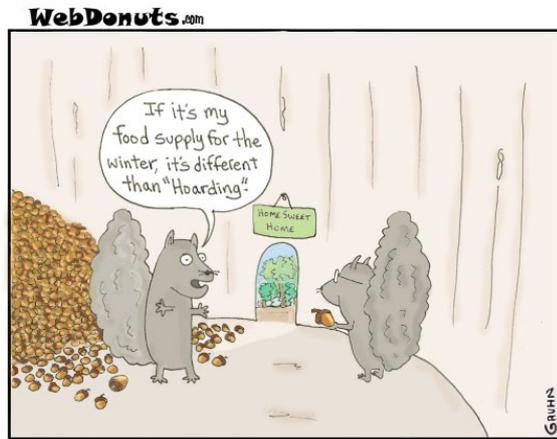
**14<sup>th</sup> June – 12-2pm – Clissold Hub**

Please also feel free to let me know your thoughts outside of these sessions – you can email me at [laniparker@peterbedford.org.uk](mailto:laniparker@peterbedford.org.uk) or ring or text me at 07776 769626.



## Spotlight on Hoarding

**We all find it difficult to throw things away at certain times. But this can become a serious problem that is often hard to spot and stop.**



Hoarding becomes a problem when the amount of items collected becomes unmanageable and the clutter causes distress. It can interfere with everyday life, make rooms unusable or unsafe, cause loneliness and mental health difficulties, and affect our relationships with family and/or neighbours. It is often difficult to address the problem – particularly when we feel ashamed or guilty. **But there is help is available which can really make a difference.**

It can be very difficult to avoid collecting a great deal of clutter. It can be comforting to collect objects, and we all often think things like “I may need this someday” or “buying this will make me happy”. Hoarding can also be a symptom of self-neglect and low self-worth, perhaps resulting from a deprived childhood, a lack of material objects or poor relationships with family members. When times are tough it is even more difficult to know how to dispose of unneeded possessions. Many of us develop strong emotional attachments to objects. In addition, those with mobility problems may be unable to clear out their possessions. People with learning difficulties or those who are developing dementia may be unable

to categorise or dispose of objects.

Sometime the amount of clutter someone stores can takeover a person's life, make it very difficult for them to get around their home and can cause a great deal of anxiety and distress. It can affect their work performance, personal hygiene and relationships. They are often understandably reluctant or unable to have visitors, which can cause isolation and loneliness. There are also potential safety risks; for instance the clutter might block a fire exit, cause someone to trip and fall, or even collapse on someone. Both the amount of clutter and the underlying behaviour that has caused it need to be addressed with compassion and understanding.

### What PBHA will do to help:

At PBHA we have recently developed a policy to help us address hoarding behaviour. The action we will take depends on how significant the hoarding is, and how it affects the person involved and their neighbours.

- We will put in additional support to help the person gradually unclutter
- We can make referrals for psychotherapy and decluttering support groups. For instance, Making Room will develop a decluttering programme with you.
- We can arrange for professional declutterers (for which you may need to pay).

If there are significant health and safety risks to others, we may, in the last resort, take action through the tenancy agreement.

### More information

For more information about hoarding and the support available, here are some useful websites:

<https://hoardinguk.org/> (provide free email and remote advocacy support)

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/hoarding>

<https://www.helpforhoarders.co.uk/>  
<http://makingroom.co.uk/>

## PBHA Forum

You said	We did
Concerns raised regarding complaint procedure	New leaflet has been produced outlining the complaints process, and what you can expect from PBHA.
Concerns raised about the roll out of Universal Credit	“Get online and ready for UC” drop-in sessions are coming soon – please look out for dates. These will cover computer skills to fill in the form (as all applications have to be made online), setting up a necessary email address, opening a bank account and budgeting.
Requests for more IT training at other hubs	Plans are in place to have IT training at Clissold Hub and Isledon Canteen. Look out for dates!
Tenants have requested clearer information on what to do about bed bugs	PBHA are currently seeking a second opinion on what to do to ensure we are doing all we can and following best practice.

## Pride Celebration 2018—Diversity!

Our annual Pride celebration will be 6<sup>th</sup> July 12-4pm, at Kingsland Hub – save the date!

There will be drama, music, food, stalls and exhibitions.

If you’d like to get involved in organising the event to make it even better please come along to these organising committee meetings. See you there!



Thursday 17<sup>th</sup> May – 12-1pm – Isledon Hub (before the Peer Support Group)

Thursday 31<sup>st</sup> May - 2pm- Clissold hub

Friday 15<sup>th</sup> June 2pm – Kingsland hub

Thursday 21<sup>st</sup> June - Isledon Hub

Monday - 25<sup>th</sup> June - 12 pm - Clissold Hub

## Interview with Hardeep Kaur, PBHA tenant

Hackney born and bred, Hardeep is extremely enthusiastic about all the things she's learned through her involvement with PBHA, and wanted to talk to me about her achievements. We met at Kingsland Hub café and I started off by asking a bit about herself.

"My name's Hardeep Kaur. I'm 55. I'm a proud Sikh and attend Gurdwara every week... I live on my own, so I do a lot of things, to pass the time, 'cause I'm not very well, to get a job. I've got personal things. And so what I do, I look up things, I read books a lot, I love reading."

When Hardeep was young she went to a special school in East London, and they didn't teach her much there. It was not expected that she'd be able to read and write well, although she was taught the basics. Since then, she has learned to read well and is now an avid reader.

For many years Hardeep cared for her husband. After her husband passed away, five years ago, she started reading books to occupy her time, as well as attend classes. She thinks about him every day but now she's been able to meet other people and keep occupied so her passion for learning has flourished. She has taken part in many classes including yoga, cooking, and nutrition. She taught herself to use the computer and started to attend classes at Age UK to learn how to write and send emails. She improved her computer skills through free classes given by Hackney's Learning Trust. Hardeep said that she would like to thank her teachers for showing her how to draw and giving her confidence.



Hardeep made this in her textiles class

Often, when she starts a new class she does not like it, but she has decided to stick with them as she often changes her mind. For instance, in her drawing class, they working on the theme of 'London' which initially did not interest her. But then she focused on something more personal to her – Green Street where many other Indian Sikhs live. After this her work improved, and her teachers, noticing how good she was getting, gave her praise and encouragement. She now loves going to the class: "Now I draw everything".

Hardeep is showing two drawings for an exhibition at Outpost entitled 'The New London'. This exhibition will be running from 20<sup>th</sup>-June to 31<sup>st</sup> July. There will be a Preview Event on 20<sup>th</sup> June 4-7pm – all are welcome!

# Community Connectors

**Enabling Tenants and Participants with Disabilities and Long-Term Health Conditions to become more active and involved in their community**

## **What is a community connector?**

Community Connectors are given training and support to help you to explore activities that will improve wellbeing, to work out the things that you can do for yourselves, and places to go to access help and support.

## **How do I get involved?**

We are looking to recruit volunteers to become Community Connectors for the Hackney and Islington area to provide 1-1 peer support to local people. This voluntary role can be undertaken by people who live or work in the area or in neighbouring boroughs. You will act as a link between other wellbeing services and organisations such as the Primary care teams, Social prescribing and other health and wellbeing networks. The ability to link people with services, and services with people will help create connections that could provide a safety net of social support to help people feel better about their wellbeing and where they live, and you will be at the heart of this positive movement.

Please speak with your Recovery/EHM worker to find out more about accessing this service. Alternatively, if you would like to become a Community Connector then please contact us on 0203 815 4100 or email [learn@peterbedford.org.uk](mailto:learn@peterbedford.org.uk)



## Universal Credit and PBHA

The new benefits system - called Universal Credit - begins this year in Hackney and Islington. Over the last couple of months we at PBHA have been talking to groups of our tenants to find out more about what you know about how the changes will affect you, and how we can help you make the change.

### What you told us:

- You want to find out more about Universal Credit.
- Universal Credit can be a good way of supporting people into work.
- Many of you are worried about having responsibility for paying your rent
- Many of you are worried about further benefits cuts.
- Many of you want to find out more about how to apply for Universal Credit online (which will be the only way you can apply).
- Some of you are worried that other tenants will decide to spend their rent money on other things, and services will suffer.

### What PBHA will do now to prepare:

- Have a digital inclusion and financial inclusion lead in our housing and ALE services.
- Run a summer drop in classes a 'Preparing for universal credit' at Kingsland hub.
- We already have free WiFi in our hubs for you to use. We will continue to hold rent drop-ins and support tenants to learn IT skills in all our hubs.
- We are also working closely with local Job Centres.
- We are also changing some of our policies and procedures.

### What you can do now:

We advise you to prepare. Some important things to do are:

- get an email address,
- get a bank account,
- know your housing costs (your full rent and service charges.)
- Join our classes and projects that can help you learn new skills such as budgeting and using email,
- and see our ALE team if you want to increase your income through work.

Please keep talking to PBHA so we know when to help you.

Remember your home is at risk if you don't pay your rent.

#### Universal Credit Facts

- Islington roll out starts 20<sup>th</sup> June 2018
- Hackney roll out starts October 2018
- Everyone under pension age—around 70% of our tenants—will move onto universal credit by 2020.

## Enterprise Update—part 1

The Coffee Shop at Kingsland Hub is proud to be hosting Face to Face, an exhibition of portraits created by Peter Bedford tenants and participants.



The artwork was created by learners taking part in the Printmaking and Textiles classes at the Workshop on Geffrye Street. The exhibition is open to the public and the Coffee Shop is delighted to provide a platform for learners to showcase their creative achievements.

The exhibition will be open until Friday 4<sup>th</sup> May 2018.

For more information about creative courses at PBHA, please contact the adult learning team on 020 3815 4100 or email [learn@peterbedford.org.uk](mailto:learn@peterbedford.org.uk)

### The Coffee Shop presents: Ideas on a Postcard

Create a postcard sized work of art for our very first community postcard exhibition at the Coffee Shop!

In celebration of the PBHA community, the theme for the exhibition is 'diversity'. What is diversity and what does it mean to you?

To take part:

- Create your postcard sized masterpiece. Draw, paint, stitch, glue - get creative!
- Pop into the Coffee Shop to donate your unique creation or hand it to a member of the Recovery or EHM team to drop off
- Join us at the exhibition launch at the Coffee Shop on Thursday 10<sup>th</sup> May from 5 – 7pm

### Free Furniture Making Course for PBHA Tenants:

Our next furniture making evening course starts on Wednesday 16<sup>th</sup> May and will run every Wednesday for 10 weeks from 6pm – 8.30pm. The course is a great introduction to working with wood. Learners will make a beautifully designed side table and learn skills that you can apply to other furniture making or DIY.



For more information or to enrol, please contact the adult learning team on 020 3815 4100 or email [learn@peterbedford.org.uk](mailto:learn@peterbedford.org.uk). Please note that spaces are limited and will be awarded on a first come, first served basis.

### Discounts for Tenants at Outpost and the Coffee Shop:

Don't forget tenants receive a 20% discount at Outpost and a 15% discount in the Coffee Shop!

## Enterprise Update—part 2

### Learn New Skills in PNHA's Social Enterprises:

Did you know you can learn new skills and get support to find work in PBHA's social enterprises?

**Outpost** is PBHA's shop and gallery on Holloway Road. At Outpost, tenants can gain on-the-job training in retail skills. Outpost also provides a platform for artists and makers to showcase and sell their work.

The **Coffee Shop** is PBHA's newest social enterprise at the Kingsland Hub in Haggerston. At the Coffee Shop, tenants can gain on the job training in customer service and catering.

The **Workshop** is PBHA's creative enterprise on Geffrye Street in Hoxton where tenants can take part in creative courses including Painting and Drawing, Printmaking, Textiles and Joinery.

For more information about learning opportunities in the enterprises, please contact the adult learning team on 020 3815 4100 or email [learn@pbha.org.uk](mailto:learn@pbha.org.uk)



### Welcome to who has joined and farewell to who has left the PBHA team

Since Christmas we have managed to recruit and fill all our roles on the team.

We have warmly welcomed:

- ◆ Lani Parker as Participation and Peer support officer
- ◆ Zoe Newton as Enhanced Housing Management Coordinator
- ◆ Amelia-Rose Morgan as Recovery Assistant
- ◆ Alex Daddey as Income Officer
- ◆ Bianca Hutchinson as Housing Services Manager
- ◆ Mirach Duncan and Eve O'Hanlon in the Coffee Shop

We have given a hearty farewell and thank you to those who have left us:

- ◆ Pat Yesufu as Housing Services Manager
- ◆ Kathryn Heather as Customer service and Hospitality Trainer
- ◆ Michael Havard as Director of Business
- ◆ Chris Muggeridge as Enhanced Housing Management Coordinator
- ◆ Patricia Simoes as Recovery Assistant at Turle Road
- ◆ Mirza Begum as Finance Officer

One new staff member is due to start employment with us imminently as the Turle Road Assistant.

## Cultural Celebration Day : World Café



On 22nd March, we held our first Cultural Celebration day at the Kingsland Hub. This was an opportunity to understand each other's cultures and celebrate our diversity.

The day started with food, as most good days start! We shared our food together and staff brought in a lunch dish from their home countries. Gurnam, our Housing Services manager coordinated a great choice of food which tenants, participants and staff shared. There was such a choice - Jollof Rice from Nigeria, Bagels, Matzo Crackers and Chopped Chicken Liver, Chopped Herring, Fried Aubergine (Jewish), Camembert Cheese from France, Gomen Wat and Misr Wat from Ethiopia, Palak Aloo (Spinach, Potato curry) and Gosht Biryani (Lamb/ Pilau Rice) from Pakistan, Aloo Mutter and Tarka Daal from India, Endive Salad from Belgium, West Indian white bread. Then for dessert we had Cornish Clotted Cream, Jam, Scones, Jamaican Spiced Bun, and English Apple Pie and cream.

The Coffee Shop laid on an international

There was an opportunity to create a work of art while you ate. We are holding a secret postcard exhibition in May and we launched this at the Cultural Celebration – postcards and art materials were available for anyone feeling creative! More details are found on page 9.

The best part of the afternoon though was the World café: Conversation Corner. We had talks from tenants and staff about their history, their families and their cultural identity. Leanne spoke about being Cornish, Kamyé about being pan-European, Valerie about how her Olympic champion uncle migrated to the UK from the Caribbean, and Anjum spoke about being a grandchild of refugees displaced during the partition of India. Then we heard about Mauritius from Diana and Angola from Leinad.

And then finally we closed the day with folk dancing and music. Mirach lead us through some traditional wedding and fertility dances. And then Graeme brought out his guitar and we all sang along to Redemption Song and Man in the Mirror.

The whole day was extremely inspiring and it was great to see so many from our community enjoying the day. Everyone was very generous with their time and food they brought. Let's hope we can plan a similar day next year, and encourage many more of you to come along and fill out Kingsland Hub!



## Creating a Psychologically Informed Environment

### Creating a Psychologically Informed Environment

Many PBHA tenants and participants have had some very difficult experiences that make sustaining healthy relationships, working, keeping a roof over their heads and keeping emotionally and physically healthy very challenging. Often this can be because of childhood events which leave them feeling unsafe.

Over the last few months staff and volunteers from across PBHA have been getting together to think about how we can make PBHA a more supportive environment for the tenants, participants and staff. This means talking about how we can use the idea of a “psychologically informed environment”- that is understanding people’s behaviour and how to help people move beyond harmful behaviours – to heal and recover.

This will be a continuous process and we will involve you, and seek your ideas, at each stage. Some of the early ideas we have had are:

- Asking staff and tenants about what kinds of staff behaviour helps build helpful relationships.
- Training staff in skills that can help tenants manage distress and problem solve.
- Focusing on people’s strengths and skills, rather than their difficulties.
- Looking at our policies and procedures.

We will build on the ways we already celebrate tenants’ talents and successes, such as tenants’ profiles in Rising Star. We know from our exhibitions in Outpost that many people (including the current Labour Leader) draw strength and inspiration from our tenants’ stories and creativity. New staff will spend time with colleagues who work directly with tenants, so all staff can build relationships and understand how best to help our colleagues who work with tenants day to day.

We are also looking into ways staff, participants and tenants can spend more time together as people - outside of our roles and responsibilities, such as through walking groups. We are sure that you too will have many ideas, and we will explore these more in our monthly forums and in more detailed focus groups. You can also send any ideas on activities that can help build tenant wellbeing and build constructive relationships to [explore@peterbedford.org.uk](mailto:explore@peterbedford.org.uk)

### **The Isledon Canteen needs you!**

**Please come and volunteer at the Isledon Canteen’s Weekend Service. We need new and old tenants with new ideas—it’s your space!**

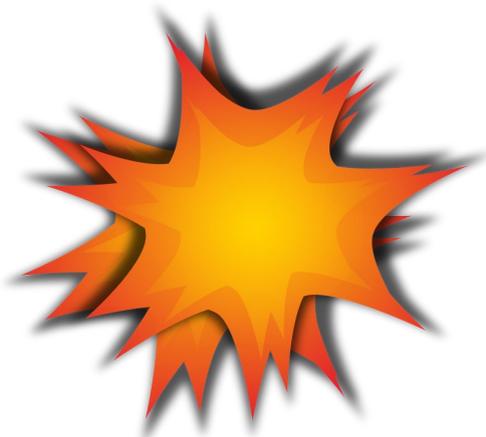
**If you want to know more speak to your support worker, or pop into the Isledon Canteen Saturday or Sunday, 11am—1.30pm**

**Isledon Canteen—181a Isledon Road, N4—tel: 0207 607 4262**

## Gas Safety

Few things are more important to the work of PBHAs Property Department than keeping tenants safe through regular inspections of our gas appliances. We aim to check boilers and any other appliances we've installed in your home every 11 months.

PBHA has worked with a sole trader, Alan Poynter, for many years. For reasons beyond our control, we have needed to stop working with Alan at short notice. We are now working with other small housing associations in the local area to tender for a Gas Safety and Maintenance provider to do all our gas safety work for the next few years. We expect this contract to start in April next year. In the meantime we have been able to find a couple of contractors to carry out our gas safety work, and have been tendering to replace all of our old back boilers. Our property team has been carrying out inspections alongside the new contractors. We ask for tenants' support though this change:



We all want to avoid this!

- Please confirm when we send you an appointment
- Call to rearrange your appointment within a week if you can't make it
- Let the contractor in when they attend the appointment (check their ID or call Kingsland hub if you are concerned about who they are.)

### Peer Support Lunch Group

Come along to our peer support group where everyone is welcome. If you just want to come for a chat, share lunch or be around other like-minded people then this is the place for you!

We will meet at the **Isledon Canteen** on:

**Thursday 3<sup>rd</sup> of May 2018**

**Thursday 17<sup>th</sup> of May 2018**

**Thursday 14<sup>th</sup> of June 2018**

**Thursday 28<sup>th</sup> of June 2018**

**Thursday 12<sup>th</sup> of July 2018**

**Thursday 26<sup>th</sup> of July 2018**

Lunch will be provided from **1pm to 2pm.**

Session starts at **2pm** and finishes at **3.30pm.**

For more information please call 0203 815 4100 or email

[Learn@peterbedford.org.uk](mailto:Learn@peterbedford.org.uk)



## WOMEN'S GROUP!

- \* Women only, weekly group
  - \* Peer led
- \* Different topics/ideas
  - \* Fun & Social!

31<sup>st</sup> May, Isledon Canteen, 13:00-14:30



PBHA mens group

Contact:

Herbert Apaloo  
Recovery Worker  
T:020 3815 4100  
M: 077 7676 9652

COMING SOON  
FRIDAY 25 JUNE 2018



A:Kingsland Hub, 242 Kingsland Road, London, E8 4DG