

a sense of belonging

ANNUAL IMPACT REPORT 2017-2018



Peter Bedford
Housing Association
Inspiring Brighter Futures



MD's Story

MD has been a PBHA tenant since 2016; she has received Housing and Career Guidance from us, which has led to her securing a role in her dream industry.

“Three years ago, my Nan passed away; I had always lived with her. I found myself homeless moving from place to place and I suffered from depression and anxiety.

I was alone and it brought me to a really dark place.

My GP referred me to PBHA and a few days later I got a phone call inviting me in for a chat. I was so happy and ecstatic when I was offered a place, a weight was lifted off my shoulders, as it wasn't nice not having a stable place.

Just that one door that opened from me having a place to stay opened so many other doors.

Anjum was really good and really patient, it was a lot of hurdles, I hated being on JSA, so I really wanted to get a job as soon as possible.

PBHA has helped me with updating my CV, interview preparation, and building networking skills. I am not good at interviews, I get shaky, I mumble so the interview prep really helped me.

With persistence, I now have a job in my dream industry. The guidance didn't stop after I secured my job, Anjum still keeps in touch with me and her help is always there if needed.

PBHA brought back a sense of belonging, knowing that someone is there if I have any questions, I know that I can walk into the office and the information will be given to me.”

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Safe & Secure Homes

With significant cuts to supported housing funding in 2016, we had to find a solution for the most vulnerable.

Our answer was to develop a Housing Management Service that patiently equips tenants with the skills and knowledge needed to successfully manage their own tenancies and secure a permanent home in the future.

Our service helps tenants with complex needs, who are at risk of losing their housing due to issues such as unpaid rent or antisocial behaviour. The service also helps improve our tenants overall wellbeing by offering practical adjustments to their home and life.

We work intensively with tenants to develop an individual action plan, identifying any needs and sourcing services and support agencies that may be able to help them overcome barriers to secure longer term housing. This could be help with job training, education, health care or counselling for example.

We also provide Move-on Workshops for our tenants aimed at addressing any anxiety and fears they may have about securing longer term housing.

we provided
316 individuals
with homes
in 2017/18



Antisocial Behaviour Reduction

Our housing team builds positive relationships with tenants to quickly resolve emerging issues. We take a person-centred approach diffusing problems by attending house meetings, empowering tenants to understand one another. As a result, we have seen a reduction in antisocial behaviour.



About Us

At Peter Bedford Housing Association (PBHA), our housing, adult learning, employability courses, and social enterprises offer people the chance to build on their strengths and reach their potential.

We believe that everyone has something positive to contribute towards society. We strive to inspire people, some with complex needs and disabilities to find their futures, improve their wellbeing and achieve greater independence.

This year we have been working towards becoming a Psychologically Informed Environment. We look for the positives in everyone, focus on solutions and we seek to be kind and generous in how we communicate.

The stories of tenants and staff in this report bring to life the differences we make.

Alex's Story

Alex is our Income Officer

Day in the life

My job is to help tenants sustain their tenancy, making sure they have their finances and any other help they need in place. I hold regular drop in rent surgeries twice weekly at the community hubs. I sit down with tenants and go through their finances with them, analyse their accounts, help them and signpost them to any services they may benefit from. I have a person-centred approach.

“ You have to be a people person to do what I do ”

What achievements are you most proud of?

I am proud of the fact that I have helped tenants to reduce their rent arrears and that this has helped some tenants move on to longer term housing. I am developing an in-depth knowledge of our tenants and their circumstances and I am helping to improve their wellbeing.

63%

of our housing moves were planned and positive

70%

of our Recovery tenants engaged with Drug & Alcohol services

18% of tenants are in work,
an increase of 3% from the previous year





Peer Support & Community Life

Peer Support Launch and Community Connectors

We launched our Peer Support Group named 'Going Places' in 2017, a fortnightly group for tenants and participants to gain emotional support and share their experiences, recognizing that we are all equal. It is tenant and participant led, as they have shared lived experiences and also a shared understanding of barriers to services.

Community Connectors was developed from this with funding from the Big Lottery and is aimed at tenants giving one to one wellbeing advice to other tenants. They will help others to work out the things that they can do for themselves, along with signposting them to places they can go to access help and support.

We now have a number of Community Connectors who have undergone their training and are ready to connect!



Women's and Men's Support Groups

Our Men's & Women's groups are a fun place for tenants to maintain good mental & physical health, make meaningful use of time and reduce social isolation. It allows our tenants to feel part of a community, the PBHA Community.

Tenants are able to learn social skills that they can put to use. They are able to engage with others and learn to have a say in what they want and the activities they'd like to see.

This year the Women's Group went on a day trip together to the Freightliners City Farm, it was a great opportunity for a day away and they shared a wonderful experience together. This was followed up by an opportunity to volunteer (in future) at the Farm to get further involved in the wider local community.

Moira is a PBHA tenant, who is actively involved with our Peer Support Group, Community Connectors program and Women's Group.

"The Peer Support Group has given me a focus, helped me get out of the house and meet new people. It was like a fresh start, I feel accepted. I have a sense of belonging at PBHA and I feel like I have contributed to the group and that my opinions are valued and I am listened to, and that really builds my confidence and self-esteem. I feel part of the PBHA community. I've talked to tenants and written in the newsletter Rising Star.

I had a problem with social isolation, it was hard to motivate myself, but the groups give me something to put in my diary, I've got somewhere to go to meet different tenants and people that I may never have

met. I'm also getting involved in Community Connectors because I have skills that I can bring to the role but I can also learn from it too.

I feel very supported by Anjum (Personal Development Lead) as I was very worried that I may not be suitable to volunteer due to my health conditions, but talking to Anjum was very helpful as she reassured and encouraged me.

"I'm looking forward to being matched with a tenant and putting my skills to use, but I am definitely anxious about it, but then everyone is whenever they start anything new."





Building Skills For Life & Work

We delivered
18 courses
(including with Hackney
Learning Trust)

6 people successfully
gained paid
employment
after attending our
employability programme.

209 people
engaged with our
Adult Learning &
Employability Service

Losing a job can sometimes lead to homelessness.

At PBHA, we aim to help people build vital skills for life and work by offering a range of Adult Learning courses, work placement and volunteering opportunities. We also offer one to one advice and guidance sessions and back to work support such as CV writing, application form filling, and job interview preparation.

Intermediate Labour Market (ILM) Programme

The ILM programme offers adults over the age of 25 with a disability or long term health condition, a temporary role in which they receive intensive job support to aid them in transitioning into permanent work.

74%
of those we
worked with
achieved positive
outcomes

We are pleased to retain our accreditation with MATRIX, the quality standard for Information, Advice and Guidance.



Susan accessed our volunteer service last year and has now commenced a new role with us as a Customer Service Assistant, part of our ILM programme, which supports adults over the age of 25 with a disability sustain long term employment.

“Depression has always been a problem for me, my mum died 5 years ago and I hit rock bottom, I lost myself, I lost my confidence, I couldn't operate for a few years after she passed away. I was in quite a bad state emotionally. I had no motivation, nothing.

I came across PBHA in June last year. I was looking for a change and more of a challenge. I started volunteering in September and it helped me gain more skills, as it was more varied and challenging. I needed to gain more skills in admin work, and volunteering at PBHA helped me do that.

Valerie helped me visualize what skills I have and what skills I'd like to gain, this helped me to visually see my journey and where I was going. She also prepared me for my interview and gave me interview tips so that I felt confident as I get very nervous with interviews.

I was very relieved and excited to get the role. There are so many things I like about the role.

I like being entrusted with things, it makes me feel useful, capable, confident, worthy.

Being at PBHA has given me more confidence than any job I have had since I started working. I feel at home here. Other places will have a lot to live up to. PBHA will be my benchmark for wherever I move on to next!

“ I look forward to coming every week; it has definitely helped my wellbeing. People here are lovely, helpful, friendly, supportive, which is what I needed. I feel a part of something.”

I used to talk myself out of job descriptions and say “I can't do that” but now I can talk to myself and motivate myself and say “yes I can do that” because I have done it at PBHA. It makes a difference that Peter Bedford is a Mindful Employer, you don't see that every day at all.”



Support for creative self- expression

Our three creative enterprises: Outpost Shop & Gallery, The Coffee Shop and The Workshop have had an incredible year, providing people with creative support, work experience and volunteering opportunities.

We hosted a number of successful art exhibitions giving disadvantaged adults the opportunity to showcase their creative work.

We supported 10 artists and makers to become creative entrepreneurs through our Supporting Makers programme (tailored support for artists and makers who are experiencing barriers to accessing the commercial arts world).

We supported
10 artists
and makers
to become creative
entrepreneurs





2,706

**people visited
exhibitions and
events across
our enterprises**

**we worked with
17 volunteers
across our
enterprises**



The Workshop continued to offer participants the opportunity to be members of a social group and develop their hobbies with its range of creative courses and drop in sessions, allowing people to learn new skills and grow in confidence.

The Coffee Shop furthered its social aims by supporting local businesses and other socially conscious organisations. The Coffee Shop also joined a 'No Food Wasted!' initiative where unwanted, leftover food is advertised at the end of the day for less wastage.





Face to Face Exhibition

Face to Face was a group exhibition of textiles and mixed media portraits.



The array of exciting artwork was created by participants on our creative courses in partnership with WEA. It was a great opportunity for participants to publicly showcase their creative achievements, and gain experience of working as a team and build self-esteem.



Hardeep was referred to PBHA in 2017 to attend our 12 week 'Create Your Future – Get Ready for Work Programme' for BAME women. She has also been supported to access our creative courses and has developed her art skills and grown in confidence and self-esteem. Her artwork has been featured recently at the LONDON SEEN exhibition at Outpost.

“My husband died in 2012 and my whole world turned upside down. I didn't have anyone to talk to. Growing up I only really learnt how to cook, but I never got to learn how to read and write, after my husband died I had a lot of time, so I decided to learn something new.

When I came to PBHA I wasn't sure about the employability sessions at first, as Kathryn (Tutor) was tough but she taught me a lot of things and grew my confidence; she made me show up for myself. I then moved onto the creative drawing class and at first I didn't like it but I stayed because the other participants were really nice and friendly and they helped me with my reading.

I'd never done textiles and embroidery before but the tutor Yvonne encouraged me to do it.

PBHA has made me learn how to draw and I feel good. I draw anything that comes into my mind. It makes me feel excited and good when I draw things.

Living on my own can be very hard at times, but when I show people my work and they say it's good, it makes me feel like I've achieved something. Writing and drawing helps me express my emotions, it gives me a release.

When I come to the class and I tell people my story, it is very encouraging that people like me for who I am and I feel like I can be myself and I can learn.

I did some public speaking at the Haggerston Centre, where I told people about what I'd achieved at PBHA, at first I was really scared but then I remembered what Kathryn had told me “be brave and speak up for yourself, don't be shy” and then I spoke confidently and they were really pleased, I felt really happy for myself.

Two of my paintings have been sold at the London Seen Exhibition and that's made me feel fantastic as I thought that no one would ever want my paintings.”

“Grief is very hard, but there is light at the end of the tunnel.”





Equality & Diversity



We launched our Equality and Diversity staff working group, who come together with a renewed focus on equality and diversity.

Over the year we have:

- Surveyed tenants and staff asking what they think we do well and what we could improve in terms of promoting equality and diversity.
- Revised policies and practices including our Mindful Employer Charter.
- Developed and implemented diversity training to all staff (in partnership with the Housing Diversity Network).
- Run several events including Cultural Celebration day and Mental Health Awareness day.

We are also a **Disability Committed Employer** and are almost ready to advance to the next step as a Disability Confident Employer! Our staff have also benefitted from an increased range of training opportunities, further increasing their skillset.

We are focused on increasing our staff wellbeing, as happier staff make a lasting difference to tenants and participants.



LG's Story

LG had been long term unemployed and felt that he needed more up to date work experience. He was referred to PBHA by his disability employment advisor at the Jobcentre in Walthamstow to access our volunteering service to gain experience and the confidence to get into work.

"I hadn't been able to work because I had been ill for a quite va while. I'd been to the Jobcentre back and forth for 2-3 years. There isn't as much inclusive work out there for people with disabilities, but that is where PBHA has helped. PBHA was more inclusive and open to all.

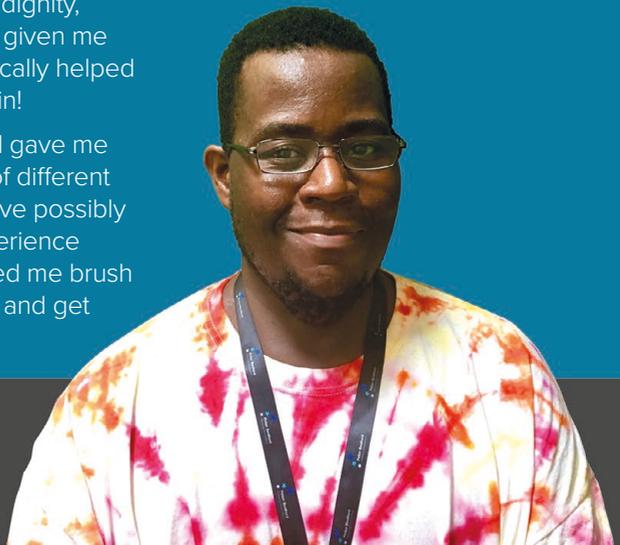
Leanne and Valerie were amazing. They've treated me as a person, as a human, given me dignity, put a lot of trust in me, given me opportunities and basically helped me rebuild my life again!

The support I received gave me confidence with a lot of different skills that I wouldn't have possibly had if I didn't gain experience through PBHA. It helped me brush up the skills I did have and get better at them.

Interacting with people has helped me feel more positive. It's a big thing being part of a team, I know that my input helps the team work and gets the job done. It feels good because I'm learning new skills.

I feel able to contribute to society again. I feel able to follow my career goals and to make a start to get into my dream industry of construction, volunteering at PBHA has really helped me."

" Volunteering and the placement have given me more confidence and more of a positive feeling and outlook for the future, I feel hopeful again. "





Psychologically Informed Environment

Homelessness can often be as a result of complex trauma. Therefore, it is important to bear in mind the underlying causes of homelessness so that we can actively work at helping our tenants keep a safe and secure home.

This year we have become a more Psychologically Informed Environment. This means we are changing our approach to focus more on strengths that we can build on. We use positive reinforcement across our organization and are making sure that we have a tailored approach for everyone.

We look at an individual's psychological wellbeing and reflect on how our actions could potentially affect them further both negatively and positively.

We celebrate any positive shifts in tenant wellbeing by rewarding and acknowledging their successes, however small or large.







Funding Success

Funding from Trusts and Foundations support our Adult Learning and Employability Service.

We raised
£170,000

This year we successfully secured funding from Drapers Charitable Trust and the Henry Smith Charity to support our Adult Learning & Employability service to help people gain employment and education skills. This funding will help around 150 adults get into learning.

Without this valuable funding, we wouldn't be able to help as many people live a fulfilled and independent life.





We are enormously grateful to Kitty O'Leary who resigned from our Board this year after 7 years' service. She was a fantastic supporter, who kept Peter Bedford's purpose burning bright.

Our Vision is for a society where everyone is valued and seen as having something to contribute.

Our Mission is to inspire people with vulnerabilities to realise their potential, build on their strengths and achieve independence.

Make a donation

Support our work and mission by making a one-off or monthly donation visit:

justgiving.com/pbha

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 Peter Bedford HA

 Peter Bedford Housing Association

You can find our Value for Money Statement, and Financial Information on our website:

peterbedford.org.uk

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Studio Voltaire
Voluntary Action Islington
Volunteer Centre Hackney
Volunteering Matters
Women's Aid
Workers Educational
Association (WEA)
Westminster Drugs Project
(WDP)

The images on page 01, 06 and 08 are for illustrative purposes.

All figures shown in the report reflect our past financial year from March 2017- March 2018.

Peter Bedford Housing Association Limited is a housing association with charitable aims registered under the Co-operative and Community Benefit Societies Act 2014 (no. 20037R) and a registered provider with the Regulator of Social Housing (No. LH 0888).

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