



Minutes of PBHA Forum
13th September 2018
Isledon Canteen

Present: 5 tenants
Lani Parker, Vanessa Morris

Minutes: Lani

Focus: tenancy sustainment and recovery

PBHA now provides housing management services in Hackney. This means that workers are able to support tenants to maintain tenancies but not much other support. There are floating support workers available in Hackney; about one third of Hackney tenants have floating support workers. The main change is that funding has been withdrawn, that is why there is no support in Hackney now. Also a change in housing benefit regulations means that housing benefit cannot pay for support any more. This is being campaigned against nationally.

There are some support workers in Islington: focus is on recovery rather than support. The loss of funding has meant a change of services and there has been a lot of inconsistency and problems with staff retention since the services have changed.

There is a survey going out about EHM and recovery. Attendees at the forum were asked whether the questions on the survey were the right questions. Tenants at the forum said that generally the questions were good and the focus on relationships is important.

It is important that handover is improved: the ideal handover would be with the member of staff who was leaving, the tenant and the new worker, to go over what they actually have been doing especially the practical aspects. Staff retention is important.

Good quality staff do what they say they will do; the relationship is two-way. It is important that people follow through as well as being interested in the

person and building up a good relationship and positively supporting people to change. It is also important that if staff leave this is communicated to tenants with plenty of time or as much time as possible. There have been incidents where staff have left and tenants who were being supported by them did not know they were leaving.

Also discussed the need to encourage tenants to advocate for themselves around services and the importance of signposting people to other services if possible. Community connectors and time bank encourage tenants and participants to learn new skills that will help them with recovery and support them in various ways that the staff are not able to do.

Housing and move on

The issue of housing and move on came up. Peter Bedford is hoping to develop specialist accommodation for older people and people with mobility issues. This is not currently available.

Peter Bedford is now getting younger tenants, some of whom who are keen and expect to move on from Peter Bedford within a year and a half to two years, so a lot of work is focused on move on because there are no longer long-term tenancies.

Staff/ tenant activities

Suggestion of staff/ tenant activities. This is not a bad idea but should be led by tenants, something that staff and tenants do together, relax perhaps something in the hubs like playing board games. We could do walking but not in the winter. Should make a meeting to discuss and plan.

Isledon canteen

Last Isledon canteen lunch will be on 30th September. Lani to set up a meeting to see what can be done next about this. Tenants at the forum expressed disappointment and concern that this had not been done already.

Christmas party

It was agreed that a Christmas party would be a good idea. Date set 14th December. Discussion about location, decided to hold it at Kingsland Hub because it is more accessible, and try to organise ways that people can get to Kingsland Hub and Clissold. Lani to set date for organising committee for Christmas party.