

Major Benefits changes in Hackney and Islington in 2018

Universal credit is a new benefit replacing **Job Seekers Allowance, Employment Support Allowance** and **Housing Benefit**. It's been in the news a lot recently, and some of our tenants have started to move on to the benefit. Everyone on these benefits in Hackney and Islington will start having their claims re-assessed from Spring next year on-wards. Universal Credit is quite different to other benefits, so it's important to know as much as possible about how to manage your claims.

Key Points:

- Claims are made online, not in job centres or on paper form (see the poster on page 3).
- Claims are made in arrears, and the DWP doesn't pay the first week.
- The rent goes directly to you, not us as a landlord, unless we agree an Alternative Payment Arrangement.

There is a big increase in evictions in areas of the country where universal credit is already in place, so we at PBHA want to work very closely with our tenants to overcome any difficulties. This is a big change, and we understand that this will cause some tenants concern so we invite you all to come to talk about how to manage the change at one of our Universal Credit drop-ins.



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Universal Credit Drop-ins

When?

- 12th December @ 2pm
- 20th December @ 3:30pm
- 8th January @ 3pm
- 16th January @ 2pm
- 19th January @ 4pm

Where?

- Isledon Hub
- Clissold Hub
- Isledon Hub
- Clissold Hub
- Kingsland Hub

CEO Update



Hello everyone

Another year is nearly behind us, and it is time to plan for winter. I hope you have taken advantage of the flu jabs offered by the GP, and prepared your gardens, steps and paths ready for winter. London always stays quite warm, but there is no doubt we will at some point have a cold snap.

We have been busy planning for the coming year. We have been surveying every Peter Bedford house over the last few months and drafting investment plans to improve the standard of each home. We are now at the point of making decisions on what to invest in and when which we will agree with the Peter Bedford Board. We expect to know by the New Year what those plans will be, and as soon as we are in a position to do so, we will be consulting with you on how we can make the improvements we need to your homes.

We have also trained all staff in how to make PBHA a Psychologically Informed Environment. This means we want to take into account your psychological makeup in the way we run – your thinking, emotions, personalities and past experience. I hope through this initiative we can train staff, improve our buildings and review our policies, so we will be able to better meet your needs. For those people who struggle to settle, this approach is designed to help them make a success of their time at Peter Bedford.



Lastly, I would like to congratulate Patrick and Carol who cook at Isledon Hub for renewing their Food Hygiene qualifications. Well done to you both, and thank you for the time you continue to put into Hub with the tenants and participants who look forward to a hearty meal every weekend.

We are a little way off, but as this is the last Rising Star before Christmas, I wish you all a wonderful Festive period.

"Christmas may be a day of feasting, or of prayer, but always it will be a day of remembrance – a day in which we think of everything we have ever loved."

Clare Norton
Chief Executive Officer



Making a Universal Credit claim

To make a claim online you'll need to have some information to hand. This can include:

Your personal information

National Insurance number



Your email address

Your phone number



Your housing information

Your address



Your landlord's address



How much rent you are paying

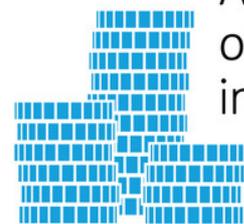


Your financial information



Your bank account details

Details of any savings you have



Any salary or other income

Enterprise Update

Free joinery course for PBHA tenants

Join us at the Workshop to make a beautifully designed side table from scratch and learn skills that you can apply to other furniture making or DIY.

A great introduction to working with wood. The next course starts on 17th January 2018 and will run every Wednesday for 10 weeks from 6pm – 8.30pm. Spaces are limited, so please get in touch to book your place.

For more information or to enrol, please contact Jonathan on 07776769656 or email jonathan.rothenberg@peterbedford.org.uk

Introduction to textiles at the

Workshop – Learn weaving, knitting and tapestry with this beginner's textiles course. Classes take place every Thursday from 2 – 5pm.

For more information or to enrol, please contact Kamyie on 020 3815 4100 or email learn@peterbedford.org.uk

Intermediate textiles classes at the

Workshop - Explore simple hand embroidery and expand your knowledge of experimental techniques to embroider on the sewing machine. Classes take place every Wednesday from 10am – 4.15pm.

For more information or to enrol, please contact Kamyie on 020 3815 4100 or email learn@peterbedford.org.uk

Do you have a creative skill or talent?

We'd love to hear from you! PBHA's Supporting Makers programme offers tailored support for artists and makers to develop their skills and showcase their work. We can offer free studio space at the Workshop and the opportunity to sell your work at Outpost, PBHA's shop and gallery on Holloway Road. For more information or to apply, please contact Jonathan on 07776769656 or email jonathan.rothenberg@peterbedford.org.uk



Learn printmaking at the Workshop

A practical course where you can learn the basic skills and processes involved in printmaking. Classes take place every Wednesday from 5 – 8pm.

For more information or to enrol, please contact Kamyie on 020 3815 4100 or email learn@peterbedford.org.uk

Drawing and painting at the

Workshop Express yourself through drawing and painting and learn about composition, using colour, contrast and working with photographs and grids. This course is suitable for beginners and returning students. Classes take place every Thursday from 10am – 1pm.

For more information or to enrol, please contact Kamyie on 020 3815 4100 or email learn@peterbedford.org.uk

Work experience placements at the Coffee Shop and Outpost

– Learn new skills in PBHA's enterprises with support from a tutor through our Enterprising People project.

For more information, please contact Kamyie on 020 3815 4100 or email learn@peterbedford.org.uk



Levelle London

Rising Star



Last year one of our tenants Levelle London released his record *Traits of an Empath*, marking the beginning of the success he is now experiencing in the music industry. His story is an inspiration: the idea that with enough determination, hard-work, and relevant support, people who have experienced societal disadvantage or personal struggles can overcome these barriers and achieve success.



Levelle was first referred to our services by the charity *Alone in London*, and we provided him with accommodation in Hackney. He was homeless, and his long-standing struggles with anxiety and depression were exacerbated by the hardships that go along with the absence of a secure place to sleep at night.

The one thing that remained constant in his life was his passion for music. Levelle has been making music from a young age, which led him to study music at South Thames College. There he made valuable personal connections and felt that doors were starting to open for him. Levelle was living out of a bag, but despite having no permanent residence he managed to attend his classes by sofa-surfing between friends' houses.

After years of perseverance the release of *Traits of an Empath* finally changed things. 'Now it's all happening,' he said, as though he couldn't quite believe it. International festival appearances, collaboration requests and a rapidly growing fan-base are the stuff of dreams for someone trying to make it in the music industry, yet he admitted he feels quite detached from it all until he talks about in interviews.

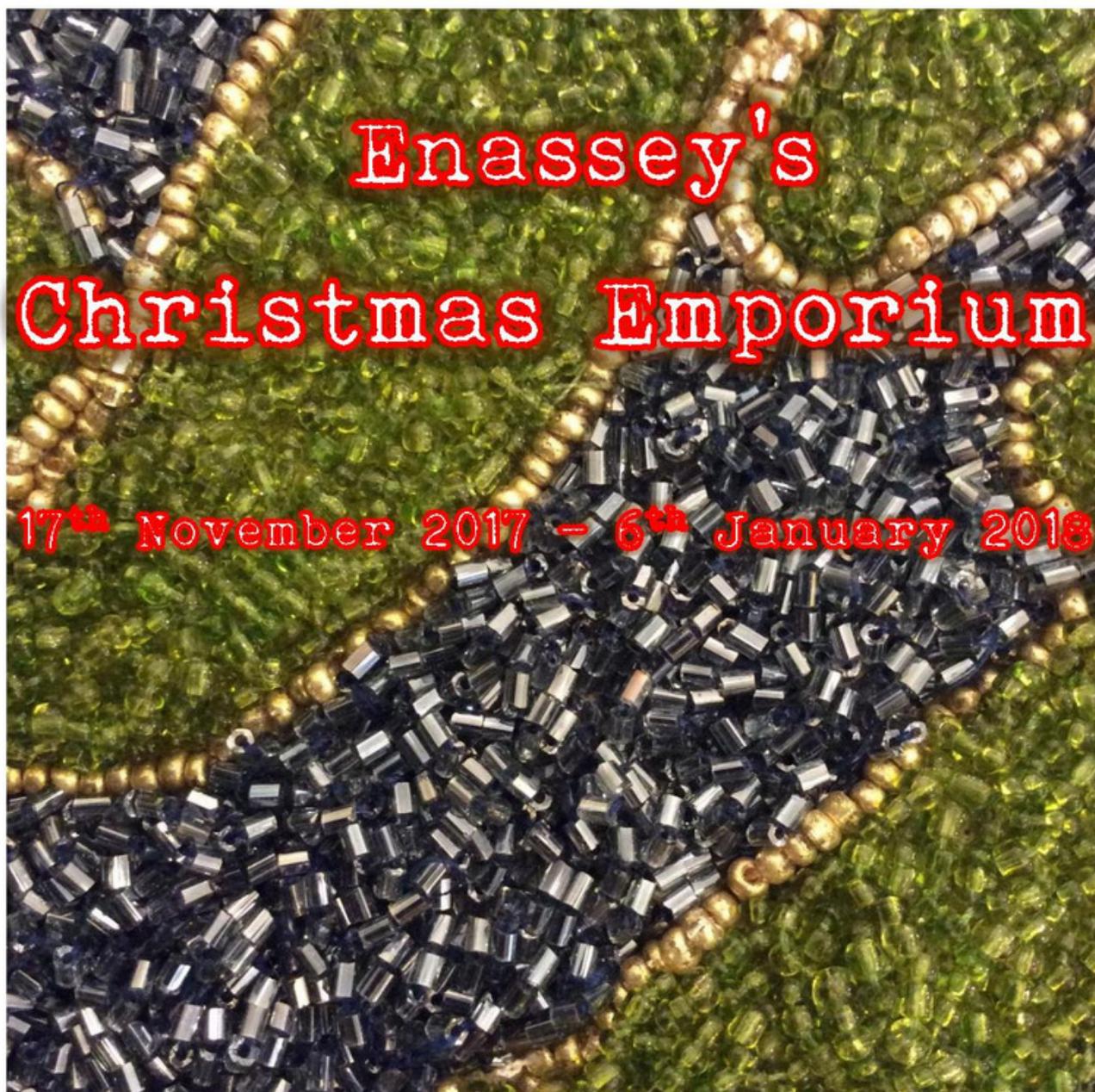
Levelle recently shared a doodle that he had drawn back in 2015 on Twitter, which captures how surreal it must feel better than words. In the pencil drawing he depicts himself on stage performing to a large crowd, and underneath it is mirrored by a real-life photograph of him performing on stage to masses of people, just like he had imagined.



Homelessness has been a defining influence on his music, and while his personal struggles have been channelled into something positive through creative expression, he believes they have also hurt him in other ways. Looking forward, he says he's now learning to record and produce, and this year he intends to explore happier themes in his music. We can't wait to see what the future holds for Levelle!



Outpost proudly presents



Miss GG takes us on a fun-filled adventure into handcrafted textiles with needle, thread and a touch of fantasy for your wish list!

Celebration & Late Night Shopping Event:

Thursday 30th November 5.00-8.00pm

Everyone welcome to come along for warming winter drinks, nibbles & festive cheer!

Outpost - Shop | Gallery | Community Hub

546 Holloway Road

Islington N7 6JP

t: 020 72813620 www.peterbeford.org.uk/outpost

Open: Monday-Saturday 10.30am-6pm & Sunday 11am-5pm



@OutpostN7 #socialenterprise #givewithyourgift



PBHA Says Farewell to Mariama



Tenants organised a special farewell party for Mariama Missamri on 15th November at Isledon Hub.

Many thanks to Patrick, Carol and Sam for the delicious food and organising the event, which included presenting Mariama with a hand-made a mosaic as a leaving gift. And of course a delicious cake!

Mariama has worked with PBHA since 2011, when she started as a social work student. . Mariama went on to support tenants in both Islington and Hackney.

Those who know Mariama will miss her positivity, her sense of humour, her compassion and her dedication to her role.

Good luck Mariama, you will be sorely missed!



Roy Appleton Special Exhibition

Outpost hosted a special exhibition (Not a load of Pollocks: I Told You I Was Under The Weather) celebrating the life and work of Islington-based artist Roy Appleton who sadly passed away in September 2017.



Roy's artwork hangs in the homes of his family and many of his closest friends as treasured reminders of his creativity and achievements and is also enjoyed by many customers who have bought his paintings including Labour Leader and Islington MP, Jeremy Corbyn.



❄️ Tenant secures Apprenticeship at The Savoy ❄️

Islington tenant Jerome Fulton was successful in securing an apprenticeship chef position at the prestigious Savoy Hotel this year.

Jerome took part in The Prince's Trust's "Get Into Hospitality" programme for 18-25 year olds, Jerome did a three week work placement, which was followed by a successful interview. He is now employed as a paid apprenticeship there as a chef.

Jerome says *"I am learning a lot, especially the importance of presentation. I've been practicing new recipes cooking for friends. My long term goal is to run my own food stall, and gaining the experience and qualification will help me achieve this."*



Feeling Christmassy?

**Volunteers wanted to
decorate Isledon Hub for
Xmas**

**Join fellow tenants in
decorating the Isledon hub
on 9th and 10th December
2-5pm**



Special Memorial at Clissold Hub



On 21st October a memorial event was held at Clissold Hub. The memorial was held to celebrate the lives of tenants Michael Hann and Melanie Dillon, and of participant Maria Bhatti, who sadly passed away earlier this year.



Over 30 tenants, staff, participants, friends and family gathered for the event, with some family members coming from as far afield as Wales.

Thanks to Precious, who came up with the idea, and Patrick's fundraising efforts at an auction tombola and donations at this year's Pride, over £400 was raised.



Tenants Joe, Carol, Nigel and Patrick made mosaics (pictured) as well as organised plaques as a permanent memorial, which will be placed in both Clissold and Isledon gardens. A delicious spread was laid on, followed by speeches, when those present shared fond memories those who have passed away. There was also great music and a beautifully decorated cake organised by Vernella. .



Thank also to Mariama and gardener Jo who helped co-ordinate the event.



PBHA FORUM

Want to share you views to help shape our services and grow our community?

Well attend our monthly forum.

You can view past forum minutes on our website. Type the link below into a browser for access: bit.ly/PBforum





Christmas Party!

Friday 15th December 1pm-5pm

Isledon Hub

Xmas Meal with all the trimmings

Xmas Singalong

Secret Santa

Xmas Quiz



Bill, bills, bills...

Help is at hand through SHINE!

SHINE - the Seasonal Health Intervention Network - operates in Hackney and Islington.

They are a One Stop Shop to help tenants in:

- Helping you heat your house for less
- Reducing your utilities bills
- Energy Doctor visits- reducing the amount of energy you use in the home
- Handyperson service

They come very highly recommended from tenants who've used the service.

To get in touch with them, go to:

<https://www.islington.gov.uk/energy-and-pollution/energy/shine>

<https://www.hackney.gov.uk/shine>

Or get in touch with your key worker or Housing Officer.



Keeping your utility bills low - top tips for tenants on benefits:

- To get £140 off your electricity bill , go to <https://www.gov.uk/the-warm-home-discount-scheme>
- SSE customers on low incomes can get free white goods
- Thames Water customers spending more than 3% of their income on water bills can get a 50% discount on the WaterSure Plus scheme

Safety Inspections - Let's Work Together

We regularly need to gain access to tenants flats to carry out the following important safety checks:

- Gas Safety (boiler checks),
- Electrical safety tests, &
- Health and Safety Audits.

We'll also shortly be conducting new fire risk assessments.

We need your help to carry out these inspections and keep you and your neighbours safe.

We'll always write to you and let you know when our contractors are coming, and we'll offer you a choice of appointment.

Missed appointments cost us at least £80. That's money that could be used on refreshing and upgrading our properties , so we will pass on the costs of missed appointments to you.

Don't forget- our contractors will always carry ID- please ask to see it before you let them in.

Albert Samuelson, Assets and Property Manager



WHAT IS EMOTIONAL HEALTH AND WELLBEING?



'Emotional health' and 'wellbeing' are words often heard these days but what do they actually mean?



Emotional health is about our feelings and thoughts. To some extent these are hidden. There is no physical test for our feelings such as feeling happy, sad, joyful, rejected or lonely. Some feelings are easier to recognise in other people such as when someone is angry or laughing about something. Other feelings like sadness or loneliness can be hidden if the person is putting on a brave face.



No one can read our minds to know what we are thinking. Our thoughts might be dark and frightening but unless we tell someone, no one will ever know how difficult our thoughts have become.

If we are struggling, it can be hard to talk about how we are really feeling and thinking. There are many reasons why such as shame, embarrassment, feeling too exposed and vulnerable, fear of rejection or not knowing what to say or where to start.

If though we feel we cannot share the weight of our internal world with other people then our internal world, our thoughts and feelings, can become overwhelming and lead to a downward spiral.

Prince William and Prince Harry have spearheaded a mental health campaign called "It's Good to Talk". It is a positive and emotionally healthy thing to do. It takes courage to decide to talk openly with someone we feel we can trust. It takes courage to admit we are having a hard time and need some help and support.

The person we talk to might not have the answers and has no magic wand. But the powerful hold these thoughts and feelings can have on us can be diminished simply by saying them out loud to someone who is listening to you. I am saying this from personal experience.

Emotional health though is not solely about our difficult times. We can feel happy, joyous, playful. We have good times too! It is much easier though to share these thoughts and feelings because we think they are more acceptable to other people.

Wellbeing is not a magical place of permanent happiness which we are all trying to reach on our recovery journey. Rather, wellbeing is experienced differently by each and everyone of us. One person's bad day will be different to anyone else's bad day. One person's happy day will be different to anyone else's happy day. So wellbeing is subjective and means something different to all of us.



The good news about wellbeing is that we all have it in our power to improve our own personal wellbeing. We can try to shift the balance to feel more resilient in ourselves to cope with the challenges we face in our everyday lives. We can work on our wellbeing so we have more better days than bad days.

One way to try to do this is by being involved in an activity. For example finding an activity, finding voluntary work, doing training or getting paid employment. This also helps our emotional health by boosting our self-esteem, gaining confidence, feeling useful and having the opportunity to feel less isolated by making new friends.

A key ingredient to the success of any activity is that you enjoy doing whatever it is. If you hate doing yoga then yoga is not going to help! However, if you love gardening but have no garden, finding a gardening project you can join is going to feel like a positive experience.

Another way to help improve our wellbeing is to be kind to ourselves by dismissing our harsh, self-critical thoughts. We would never say such harsh things to anyone else so it is not ok to think them of ourselves. One way we can show kindness to ourselves is by doing nice things. For example, listening to music, meeting a friend, watching a film, going for a walk, or cooking a special meal as a treat. This helps our emotional health too because, in those moments, we are not so focussed on our difficult thoughts and feelings.

As with emotional health, it is ok to ask for help and support when thinking and deciding what we like to do, what our interests are. It might be an old hobby that we could explore again, or training in IT skills ... the list is as long as our imagination. We can consider what realistic goals we can set for ourselves. We can get support from our PB workers to help access PB activities or other projects and organisations.

One activity tenants can consider at Peter Bedford is the Peer Support Group. The Group is about actively listening to other tenants and sharing and learning from each other's experiences. It is not about giving advice or solving each other's difficulties. It is a safe space where no one is judged. It is a confidential space - whatever a tenant says in the Group stays in the Group. It is a space where tenants can experience for themselves the power of being listened to. It is a friendly space and all tenants are very welcome.

Moira Hicks

Peer Support Tenant Volunteer

PEER SUPPORT LUNCH CLUB

1 - 2 pm followed by

PEER SUPPORT GROUP

2 - 3.30 pm

NEXT GROUP: TUESDAY 12 DECEMBER 2017

At ISLEDON CANTEEN

Talk to your worker or contact Anjum Ahmed at PB Kingsland Hub Tel: 0203 815 4100 if you're interested in coming but have any questions about the Lunch Club or Peer Support Group