

JANUARY 2016/ ISSUE 07

Kingsland Hub Opening Launch

On 26th November PBHA celebrated the launch of Kingsland Hub, its new Head Office and community space in Haggerston. The new Hub hosts support services for people from across Hackney and Islington.

Meg Hillier, MP for Hackney South and Shoreditch officially opened the centre, which offers a range of courses, training and support both to tenants of PBHA, and to people from across North East London.

“Having a presence this visible on the High Street is a very important reminder of the many challenges we still face in Hackney”, said Meg Hillier. “There are still great needs. There are still people living in really great poverty, there are a lot of people who are very vulnerable and who need support.”

CEO Clare Norton said *“Today is significant not only for PBHA, but also for the wider community. Kingsland Hub is a space for collaboration and shared learning, not just for our tenants and participants but also for the many local organisations supporting vulnerable and excluded people and working to build inclusive communities.”*

PBHA’s Adult Learning and Employability Services hosted an Open Day for all to see what courses and activities are on offer. As well as the speeches, cake and food, tenants and participants were given special Inspiration Awards in recognition of individual achievements in their journey at PBHA. Full story on Page 3.

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Left to Right, Hackney Speaker Sade Etti, South Hackney & Shoreditch MP Meg Hillier, PBHA Board Chairman Andy Love and PBHA CEO Clare Norton

CEO's Message



Happy New Year to you all! I hope you enjoyed some fun over the festive period with friends, family or our own Peter Bedford community.

I have been reflecting on the past year and thinking about what I will carry on doing in 2016, as well as what I will stop, or change. Not everything we do works out well, but some things do work out much better than we expect. Everyone has successes, even though we don't always realise it at the time. It's these successes we can build on and develop much further. At work, we are in the process of becoming a Mindful Employer (www.mindfulemployer.net) which commits us to encourage and be positive towards employees with mental health issues, following great encouragement from our teams. Last year, we invited in experts to support our teams to best provide the best emotional support to our supported tenants. The teams appreciated this very much, and as a result, we are now almost ready to commit ourselves to be a Mindful Employer. We are ready to challenge ourselves to be as mindful as we can be, and although we know this

won't always be easy, we will commit to doing as much as we can.

One of the things we are going to stop is paying any gas, electricity and water charges for self-contained tenants (it is generally much cheaper for you to be billed directly). We are considering changing how we structure charges for the services we offer. We are also thinking about how to use our skills and strengths to build on our successes. We need your feedback on all this so we can find the best way to make this work.

Taking stock personally can often be about losing weight, eating better, doing more with the money we have (I think all three apply to me!) For me this year, my goal is simple - to laugh and smile more, have more fun! So please remind me if you see me scowling, to see the bright side!

Wishing you all the best for 2016, to a successful and fruitful landlord and tenant partnership.

Clare

Jingle tills, jingle tills....

We're excited to report that Outpost broke its sales record over the Christmas period. Well done to Creative Industries for their role in providing beautiful and unique products for sale in the shop. Special thanks to the dedication of Lorna, Lee and all the placement volunteers at Outpost, this enterprise is going from strength to strength.



A selection of handmade Christmas cards on sale at Outpost

Tenants receive inspiration awards

PBHA is built on the principle of mutual support and the values of PRIDE (Participation, Respect, Inclusion, Diversity and Empowerment). At the launch of Kingsland Hub we recognised how people who come to our services provide hope and inspiration through their participation and achievements.

Staff nominated the people who inspired them in 2015, and at the launch these people were given inspiration awards.



Liz accepting award

Liz Pearson

Liz has been volunteering on PBHA's reception for about 20 years. She provides a warm and friendly service and helps mentor and develop new volunteers. While there's no doubt the continuity and purpose Liz has found at PBHA has helped her in life, she's a shining example of what a community minded friend can bring to PBHA.

Denis McCormick

Denis has had some long term difficulties with alcohol. He went through detox in January. He's just passed his advanced driving test, and works as a driver, delivering food for a homeless charity. He shares his beautiful poetry through our Rising Star magazine.



Denis accepting award

Kim Williams

Kim has gone from strength to strength by engaging in all activities on the Flexible Support Fund project. Her determination and will to succeed has contributed to her successfully gaining a job with Debenhams in Ilford. Last week she was approached by the store manager who was so impressed that he informed her that she is due to be trained up in opening accounts in the new year. Kim deserves recognition for all her efforts and hard work.

Kevin Farrell

Kevin's had an amazing turnaround, from relapse to recovery. He is now facilitating one of our IT courses and is developing our SMART Recovery peer support course. In true award ceremony style, not everyone could accept their award in person.



Yasmin accepting the award on Kevin's behalf



Phil accepting award

Phil Jones

Phil has consistently contributed to making PBHA a place of hope over the years. He runs an IT group, co-edits our Rising Star magazine and contributes to good governance as a board member. He recently moved to his own accommodation, but he continues to give to the PBHA community.



Precious accepting award

Many of our services run on people power—our community canteens thrive as a result of our kitchen and garden volunteers. **Precious Martini-Brown** was one of the recipients of the Nourishment Award—but the others preferred to be unsung heroes!

Joseph Callinan

Joseph regularly runs our reception. Joseph has really grown in confidence since he started volunteering three years ago.

Tenants and participants Christmas Party

Tenants and participants joined in the fun at a Christmas party at Kingsland Hub at the beginning of December.

PBHA could not offer a traditional Christmas lunch as there are no cooking facilities at the Hub. The lunch instead was a tasty Turkish meal, that all agreed was very good.



Mariama and Kim, Karaoke queens

Though there were a few hiccups with the karaoke machine, that didn't stop everyone singing, dancing and joining in the fun. There was a raffle, and at the end everyone received a gift.

A special thanks to Mariama, Michelle and Vernella for all their hard work in making it an enjoyable and lively party.



Alan does Elvis

PBHA FORUM

PBHA will be holding important consultations in February that will affect **all** tenants, both supported and general needs.

We realise that many general needs tenants work and cannot attend the usual monthly forums as they are held during the day. This month PBHA is hosting two Forums - one in the afternoon and one in the evening, to give those of you who work the opportunity to attend and give your views.

Rent setting Consultation. This affects all tenants – both those who work and those who are in receipt of Housing Benefit. We would like to talk through possible rent reductions and changes in what housing management we provide through service charges. This could increase service charges to some tenants. What changes are being proposed and how will they affect you?

Support. PBHA and our commissioners are looking into how we provide support. We will feedback any proposed changes to services and advise how this might affect you.

CCTV. In addition, we have been looking into the installation of CCTV at a row of properties where antisocial behaviour has been an ongoing issue. Installation of CCTV is an expensive undertaking and having this may impact on tenants' rent and service charge. There are other things to consider, such as privacy and Data Protection issues. Is there ongoing antisocial behaviour at your property and is CCTV something that you would like to see at your home?

Please come along to either of the two forums and have your say.

Tuesday 23rd February 6pm-8pm 181a Isledon Road. Light refreshments provided.

Thursday 25th February 1pm-3.30pm at Kingsland hub. Sandwich lunch provided.

If you would like to be added to the Forum Mailing list, or have any other queries, please contact Mandy Mansfield on 07776 769632.

Free Interview clothes for jobseekers!

PBHA has recently visited two organisations who provide free, good quality interview clothes for men and women.

For men:

Suited & Booted. This is based in the City and the only criteria for referral is that you have to have a definite interview. Visit <http://www.suitedbootedcentre.org.uk> for more information.

For women:

Smartworks (formerly Dress for Success). This is based in Islington, and again the referral criteria is that you have a definite job interview and can provide evidence of this. Smartworks will also do a mock Interview with you, and can provide five additional items of clothing, once you have started in a job. Smartworks even have a stylists to help you choose your outfit. Visit <http://www.smartworks.org.uk>

This can be a real boost as all clothing is very good quality and mostly brand new. Both organisations are very good at fitting people in with quite short notice. Please contact Ann Carolan on 07776 769654 or your Support Worker if you want to access this service.



Fire Alarm and Emergency Lighting Installation

Health and Safety is everyone's responsibility

PBHA has embarked on the 'Fire Alarm and Door Installation Programme' which we informed you about last year. The fire door installation is to improve fire safety in our properties and ensuring PBHA comply with fire safety requirements.

The work is scheduled to start week commencing 1st February 2016.

You will be contacted if your property is included before the commencement of the works so that adequate arrangements can be agreed for access because we need to carry out work in your flat.

Your Support Worker will explain the new fire alarm system to you when they have been installed.

Fire Doors

PBHA intends to fit approximately 100 fire flat door replacements in our properties. We will let you know if your flat door is included in the programme. We hope to start this work from the middle of March 2016.

The fire door is intended (when closed) to restrict the passage of fire and is capable of meeting specified performance criteria.

We will contact you at least 1 week before the work is due to start to arrange access.

This is welcome news for the residents and ensures safety in the properties.



Your role in fire safety:

- Complete your health and safety induction with your support worker
- Please don't block doors
- Please don't leave any boxes, rubbish or other objects that could set fire in the communal areas
- Read the fire Evacuation strategy- on the back of your flat door and front door

If there's a fire:

- Please leave the building by the nearest fire exit. Follow the arrow. Call 999 when safely out of the building.

What PBHA will do:

- Maintain and test fire alarms
 - Provide, test and maintain fire and smoke alarms, fire blankets and fire extinguishers
 - Weekly and annual health and safety tests (staff may need to talk about your health needs as part of this)
- Keep an up to date Fire Risk Assessment on your home



Cast of Rapunzel at the Park Theatre

OVER 50s CLUB

Pantomime outing on Fri 18th Dec '15

On Fri 18th Dec five of us went to The Park Theatre to see a pantomime called **Rapunzel**. The Park Theatre, next to Finsbury Park Station is a community theatre and education centre which opened up recently in 2013. There were five of us. Four set off from Isledon Canteen, Nicola joined us there later. The fairy story was preceded by an introduction where two puppets, representing today's journalists and media, had come to watch the show.

The fairy story was full of references and innuendos to today's reality all along, which made it quite humorous.

Children in the area must be very good bird-watchers; because they were roaring in laughter when the fairy prince, in order to fill in his job application form, had to fill in a questionnaire about bird songs and calls, in which he was quite versatile.

Prince Corbyn was clearly referring to Mr Corbyn MP's notes and policies, while the leader of the Labour Party was sitting in the audience with his family just behind us!

When I got back to my seat after the break, I recognized him and shook hands with him as if he was my next door neighbour! I was chuffed. And Carol and Mr Corbyn MP

seemed to know each other.

There was also an unconventional ending, where the bad guy, who had taken Rapunzel away from her parents and kept her in isolation in the tower, was still loved as a dad by the child, and because of his extensive knowledge and expertise, finds a place and a role in the palace.

We all enjoyed the show beyond expectations. Sad there were not more of us there, as I am sure they would have enjoyed it.

I think this may be the start of a new tradition, of the Over 50s Club going to The Park Theatre for the Xmas pantomime.

We are grateful to Mandy for giving us this useful contact at The Park Theatre for the discounted tickets. Precious



The Over 50's Club is held on the last Monday of each month and meets from 11am at Isledon canteen.

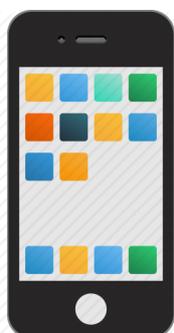
Christmas Day at Isledon Canteen

A record 28 people enjoyed Christmas lunch at Isledon canteen on Christmas Day. Doors opened at 12 noon to welcome tenants and participants from both Islington and Hackney. A special thank you to tenants Patrick, Carol and Mark, who organised, cooked and served a traditional Christmas lunch. Thanks also to Precious and Henu, for helping organise taxis to and from Hackney and Islington, and for helping out at the celebration meal.

Some tenants ventured out for a post-lunch walk, before rounding off the day with afternoon tea with cakes and small gifts.

"The food was absolutely delicious" says PBHA tenant Liz. "the atmosphere is always welcoming at Isledon, and is especially good on Christmas Day."

Adult Learning and Employability Spring Timetable



ONLINE SKILLS

All about Smartphones

Make the most of your smartphone, from taking photos to sending email.

Duration: 3 sessions (over 3 weeks)
Start date: Tuesday 19 January 2016
Time: 10:30am – 12.30pm
Location: Clissold Community Hub

All about Smartphones

Make the most of your smartphone, from taking photos to sending email.

Duration: 3 sessions (over 3 weeks)
Start date: Tuesday 19 January 2016
Time: 1:30pm – 3.30pm
Location: Isledon Community Hub

Introduction to Computers

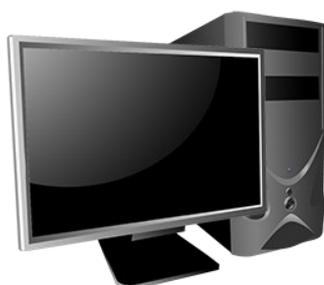
A basic introduction to word processing and using the Internet.

Duration: 3 sessions (over 3 weeks)
Start date: Tuesday 1 March 2016
Time: 10am
Location: Kingsland Hub

Computers – Entry 3 – Qualification

Build your knowledge of word processing and gain confidence using the Internet and email.

Duration: 13 sessions (over 13 weeks)
Start date: Tuesday 5 April 2016
Time: 10am
Location: Kingsland Hub



LITERACY AND NUMERACY

Maths for All

Build maths skills to use in your everyday life.

Start date: Wednesday 30 March 2016
Time: 10am
Location: Kingsland Hub

English for All

Improve your English by reading, writing and talking with a welcoming group of people.

Start date: To be confirmed
Time: To be confirmed
Location: To be confirmed

CUSTOMER SERVICE

Learn different techniques when dealing with customers including creating positive impressions.

Start date: Monthly, subject to demand
Time: Half day
Location: Kingsland Hub

EMPLOYABILITY

PBHA's employability advisors and coaches offer personalised advice and guidance for getting into work. We help you gain relevant work experience and training, upgrade your CV and search for jobs. Please contact us for more information.



Creative Industries Spring Timetable



PHOTOGRAPHY

Street Photography

Learn the basics of Street Photography. Use a digital camera to take photographs in various locations and environments.

Duration: 6 sessions (over 6 weeks)
Start date: To be confirmed
Time: To be confirmed
Location: To be confirmed



FINE ART

Introduction to Drawing & Painting

Start date: Tuesday 12 January
Time: 10am - 1pm
Location: Isledon Hub

Mixed Media Illustration (Evening course)

Start date: Wednesday 13 January
Time: 5pm-8pm
Location: The Workshop



TEXTILES

Craft Studio for All

Start date: Ongoing
Time: Tuesday 10am-4pm
Location: The Workshop

Textiles for Interiors

Start date: Wednesday 13 January
Time: 10am - 4pm
Location: The Workshop



JOINERY AND FURNITURE DESIGN

Joinery: Product Design & Personal Practice

Start date: Monday 11 January
Time: 10am-4pm
Location: The Workshop

Joinery: Product Design & Personal Practice

Start date: Tuesday 12 January
Time: 10am- 4pm
Location: The Workshop

Joinery: Product Design & Personal Practice

Start date: Wednesday 13 January
Time: 10am - 4pm
Location: The Workshop

EVENING COURSE: Furniture Making **Open to the public (course fee applies)**

Duration: 8 sessions (over 8 weeks)
Start date: Wednesday 4 February
Time: Wednesday 6pm – 8.30pm
Location: The Workshop





SUPPORTING MAKERS	
One-to-one support for makers, designers and artists to independently produce handmade products for sale at Outpost and other retail outlets.	Please contact us for more information. Entry is by appointment and interview only.
RETAIL TRAINING AND WORK EXPERIENCE	
Retail Training Gain on the job retail experience and training at Outpost, our shop, gallery and community hub in Holloway.	Start date: Ongoing Days: Monday, Tuesday, Wednesday, Thursday Time: 11am - 2pm; 2:30pm - 5pm Location: Outpost
Volunteer Opportunities Share your skills and gain new ones at Outpost, our shop, gallery and community hub in Holloway.	Start date: Ongoing Days: Monday to Saturday Time: 11am-5pm Location: Outpost
OTHER ACTIVITIES	
February: Bicycle Ride Day Trip to Queen Elizabeth Park and Hackney Marshes For those with bicycles - come and explore the east end of London. We will be taking promotional and fine art photos to use to create posters and social media posts to encourage others to get fit and active!	
March: Mindfulness Workshop Following on from the success of our pilot workshop in Mindfulness this workshop will introduce and teach breathing and relaxation techniques to help us to develop more moments of calm and tranquillity in our lives.	
April: Day on Hampstead Heath Walking and nature poetry workshop on the Heath with tea and scones to warm us up after!	

Meet Maria, A Supporting Makers Champion

Maria Wozniac has been a PBHA tenant since 2013. Maria is a talented seamstress and very creative with wool.

Maria hand knits and crochets an imaginative and a quirky collection of heart warming Christmas tree decorations, animals, key rings, baby booties, bowls and cushions using a colourful choice of yarns.

Last year Maria joined the Supporting Makers programme, where she makes products at the Creative Industries studios, and then sells them to the Outpost shop.



Tenant satisfaction survey

Thank you to those who took the time to complete our Tenant Satisfaction Survey. Your views are very important to us, and we use the results as a tool for improving and making changes to the services we provide.

All those that returned the survey were entered into a prize draw. Congratulations to Edmund Davies, who was the first person out of the hat, winning a £30 Marks and Spencer voucher.

We will be feeding back the results over the coming months.



Wanted! Read Together Volunteer

We are looking for a Read Together volunteer to help us facilitate a new weekly reading group to promote literacy. You will need to be reliable, enjoy reading, and motivated to attend a training programme that will teach you how to facilitate the sessions.

Once trained you will facilitate the weekly reading group. Commitment to attend both the training and the groups is essential.

If you are interested please contact Pam Frost on 07776 769652 or email pam.frost@peterbedford.org.uk

Call for contributions!

Please help us make this magazine YOUR magazine! Do send us your stories, photographs, art work or poetry. We can also use the space to advertise for you if you want to buy or sell something.

Wanted! Volunteer Editorial Assistant

We are looking for a Volunteer Editorial Assistant to help us with the design, layout and content of our quarterly magazine, The Rising Star.

You will need to be interested in using computers, and be familiar with Microsoft Word, Internet and email. Some experience of using desktop publishing is desirable but not essential, as you will be trained in the use of Microsoft Publisher.

With an interest in marketing and communications, an eye for detail and sense of design, you will help us co-produce the magazine together.

Our current Co-Editor Phil Jones will mentor the successful applicant through the training period.

To apply, please email your CV to Mandy Mansfield

mandy.mansfield@peterbedford.org.uk

Edited by Phil Jones (former tenant)
& Mandy Mansfield (Participation Officer)

