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Jeremy Corbyn launches Enterprising People at Outpost



Peter Bedford Housing Association were honoured to welcome the Rt. Hon Jeremy Corbyn MP, a long standing supporter of the local housing charity, to speak at a launch event for a new project Enterprising People held in our north London social enterprise shop and gallery, Outpost.

Over 40 guests gathered at Outpost, our popular social enterprise arts and craft home wares shop on Holloway Road. Guests celebrated the launch along with the third birthday since the shop was re-launched as Outpost. The event marked the launch of a new project Enterprising People for which we will receive a £410,825 grant from the Big Lottery Fund.

Enterprising People will work with residents of Hackney, Islington and Tower Hamlets who experience vulnerabilities and exclusion, to unlock talents, develop job skills and build peer support networks. The project will engage 900 people over three years. The project will unlock talent through activities such as joinery, textiles, art,

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printmaking, product design, and creative writing. This will be supported by inspirational visits, discussion groups and a programme of exhibitions, workshops and tasters. These activities will focus on participants discovering and using their talents, improving confidence and well-being, and developing new skills. "We were thrilled that Jeremy Corbyn MP could join us to launch our new project Enterprising People which will allow us to grow our social enterprises and creative industries across three North London Boroughs and empower more people to live independent and fulfilling lives." Clare Norton, CEO

CEO's Update

Hello everyone
Merry Christmas to you all!

Thank you to those of you who took part in the focus group in August with Rosie and Mandy looking at the difference Peter Bedford makes in your journey. It helped us to describe how we support and house you, and pick out what we do which you value and which helps you work for independence and recovery.

You described how when you came to Peter Bedford, you were homeless, unwell, depressed, drinking, harassed, in a state, feeling victimised. You were happy to have a home, you had found somewhere secure, quiet and very reasonable. One of you described Peter Bedford as “a community of amazing people that, despite the odds, stuck with each other and helped each other. You are welcome whichever way you are, you were accepted.”

Then you went on to describe how it is to be ready to move on “Things are looking positive and optimistic. I haven't been at Peter Bedford for a long time but despite my problems things are quite good and let's say promising.” You described yourselves as more engaged with the world, less fearful, apprehensive but open to options, content, feeling good and hopefully stronger.

There were a range of things which had happened in between – mainly a lot of support, but also canteen and joinery placements, being given responsibility, setting up the Clissold garden project, working on the Rising Star and support groups like the Women's Group.

From this we developed a Theory of Change, describing what Peter Bedford does to help you along on your journey, why it works and how. We published it in the Annual Impact Report in September- which is on our website, and was posted to you.

More generally, you have asked us to improve the following:

- Look at whether resources are getting to



- general needs tenants as they should
- Try not to make too many changes too quickly
- New staff to introduce themselves and explain what they do
- Give you better information about courses on offer
- Give updates in a timely manner
- Give an answer when asked a direct question, and be available on the phone
- Explain what we mean by Peer support and Recovery, and use simpler language
- Put Forum minutes in each Rising Star
- Listen better to feedback and be open to how things can be improved
- Encourage you to apply for jobs within PBHA
- Look at whether tenants may be employed to do the gardening rather than contractors
- Respect those who cannot make small repairs themselves such as older people, not overcharging
- Pay good attention to matching people with like minds who will be able to live together

All the above are good suggestions, some we have acted upon already. So there are staff updates and Forum “You Said, We Did” report back in this edition of Rising Star. We are trying to be careful to explain new services and the words we use more clearly.

The feedback is incredibly useful—thank you!

Exciting new courses on offer in 2017

<p>Digital Inclusion for All: Come and learn how to get the best out of a smart phone and Tablet- Beginners Starting: 11/01/2017</p>	<p>Employability and Confidence Building: Boost confidence and overcome shyness as well as improving communication techniques. Starting: 21/02/17</p>
<p>Introduction to computers: for people who would like to learn how to use a computer. Starting: 07/02/17</p>	<p>Read together Group: Friendly informal group aimed at all levels, exploring poems and stories. Days: Mondays/ Tuesdays</p>
<p>ICT and Computers Entry 3 Accredited Course: Build knowledge of word processing and gain confidence using the internet and emails.</p>	<p>Creative Courses: Painting/ Drawing: 02/03/17 Print Making/ Textiles: 25/01/17 Craft Studio for All: ongoing Joinery: ongoing</p>
<p>Entry Level English (Accredited): Improve your English through reading and writing. Starting: 22/02/17</p>	<p>Contemporary textiles for outpost: 11/01/17 Introduction to textile techniques: 26/01/2017 Supporting makers: ongoing</p>

To find out more about volunteering opportunities within our social enterprises or any of our existing employment programmes and courses then please contact **Anjum Ahmed: 07776769653** and **Leanne Penning: 07776769631**

You said, We did

Feedback from the tenant's forum

Update on flood at Kingsland hub	We're back in the building, and looking at how to make sure it doesn't flood again. Thanks for all your good wishes
Put new phone in Isledon hub	Done- 0203 815 4055
Rent drop ins at the hubs	Weekly drop ins now available- posters at each hub with details
Repairs- top tips for DIY and how to save money (e.g. doing your washing in evening)	Good idea- we'll work on this with tenants next year
Letters should be easier to read	We held focus groups with tenants on how to make our standard letters easier to read, and are now changing our letters
New TV at Isledon, for cinema club	Agreed
Gas safety policy- how to get access? Important- gas safety is big health and safety risk	Looking into out of hours appointments for working tenants. Phone calls and tape up for properties where we haven't been able to get access to carry out checks

Christmas Day Lunch

at Isledon Canteen

Starter

Sweet potato soup

Main Course

A choice of roast turkey or roast lamb

Served with honey roast parsnips, roast potatoes, glazed carrots, stuffing.

Rice and peas, plantain and couscous option

Vegetable parcels or seasoned fish served with roast parsnips, roast potatoes, vegetarian stuffing, glazed carrots and plantain

Dessert

Christmas pudding or carrot cake

Served with cream or custard

**£7 to be paid in advance by 20th
December**

Doors open at 12pm

On the day we will have a good old sing-a-long

Sister or brother Santa will appear

Board Games available

Doors close at 5pm

PBHA wins social enterprise award!

On Thursday 20th October, we were proud to be one of the first 15 Social Enterprises to receive the new Pioneering Social Enterprise in Hackney Mark. Certificates were awarded by Philip Glanville, Mayor of Hackney at the launch event organised by Hackney Co-operative Developments. The Pioneering Social Enterprise Mark recognises that Peter Bedford Housing



Association is a genuine social enterprise that qualify against strict criteria of community-ownership, operation for social benefit, democratic control by Hackney communities, solvency and investment of profit into social objectives. The mark will provide a quality assurance to customers - helping inform ethical decisions around spend, and will promote awareness of the significant benefits that social enterprises bring to the Borough of Hackney.

“Hackney is a borough that leads the way in social enterprise, it is part of the fabric of our community resilience against many pressures of change and uncertainty.

People of Hackney really identify themselves with the borough and seek opportunities to contribute to its strength.

Trading with local social enterprises is a powerful way to do this..” Dominic Ellison,

Don't be lonely this Christmas!

On Christmas Day, everyone is invited to Christmas Lunch at Isledon Canteen. Doors open at 12 noon, with lunch served at 12.30. After lunch, there are games, music and a sing-a-long. Or you may prefer to go for a Christmas Day walk. Santa will be there, with afternoon tea and cakes. So to avoid finding yourself at a loose end on Christmas Day, book your Christmas lunch and join in the fun! To book, please speak to Patrick or Carol at Isledon canteen. Cost of Christmas lunch is £7.00. Please pay Patrick before 22nd December so he can plan numbers. However, you can just turn up and pay on the day, but you may have to wait for a seat.

Transport from Hackney

PBHA will provide transport to and from 23a Clissold Road. Taxi/s will leave at 11.30am and return at 5pm. If you would like to go to Isledon from Clissold, please let Reception or your worker know, so we can book taxis.





Come to Outpost for some friendly festive cheer!

GET INVOLVED....

CUT YOUR OWN SNOWFLAKE TO ADD TO OUR WINDOW DISPLAY!

(We have the white vinyl & it's easy to do)

Check out our impressive new handmade products made by talented people in The Workshop courses, and our Supporting Makers programme - Maria Wozniak, Rupert Thomson, Linda Andrews, Miss GG, Roy Appleton and Tiffany Lambert - Bounded London.

Every unique product has been designed and handmade from start to finish. Then beautifully displayed and ready for customers to buy!

Tenants get 20% DISCOUNT in the shop all year round!



Outpost - Shop |

Gallery | Community Hub

546 Holloway Road, Islington N7 6JP

T: 0207 2813620

Facebook, Twitter, Instagram - OutpostN7

Open: Monday - Saturday 10.30am-6.00pm, Sunday 11.00am-5.00pm

Staff Changes

We've been making some big changes with staffing this summer. Many of you have helped us say goodbye to longer serving staff in the support teams. Some staff have moved to new roles, and we are now welcoming several new staff.

This table sets out the changes and why we've made them:

From	To	Why
Hackney and Islington support teams	Recovery team works with residents receiving support, in both Hackney and Islington	To focus our support service on helping tenants to help themselves - and to successfully move on to other accommodation within 2 years
Support teams/ supported housing Workers	Recovery team- Wellbeing Coaches. They will work with tenants 1-1 and will develop groups to help tenants learn new skills and support one another. Gay and Mariama have taken new roles as Recovery Coordinators . They will also work with tenants on building on peer support at Isledon and Clissold hub. They will manage the wellbeing coaches.	To focus on support on helping people build on what they enjoy and are good at, to help people learn skills to get the most out of their lives
Supported housing Managers for Hackney and Islington	We now have one overall manager across our housing management services- Pat Yesufu . She oversees our all our housing services. Fiona Campbell has moved to a new role of recovery lead - she oversees our Recovery team and is responsible for ensuring that our support helps people get make on their feet, learn new skills and move on successfully.	To help us focus on improving our housing management services- particularly rent collection and anti-social behaviour. We want to refocus our support services on helping people focus on their strengths and increase their independence. We will work with tenants to do this via 1-1 coaching and group work on helping people develop life skills. Fiona will lead these changes, supported by Gay and Mariama
	Enhanced housing management team Chris Muggeridge is our new Enhanced Housing Management lead. He works with a case load of tenants, and manages the three other enhanced housing management team members.	With support ending for 91 of our tenants, we've formed a new team to deliver our enhanced housing management service in Hackney and Islington. They will work one to one with tenants to agreed goals. They focus on helping tenants sustain their tenancies.

VOLUNTEER

@ Outpost

Shop | Gallery | Community Hub

Would you like to join the Outpost team
and be part of our PBHA social enterprise ?

In our friendly shop on Holloway Road in Islington
we have opportunities for you to gain work experience,
develop your skills and interests, and build confidence.

Get involved with Outpost to learn about Retail,
Customer Service, Arts, Events, Workshops and even Marketing.
Help us make the enterprise a success!

It's also a great chance to meet new people, get involved
with the local community and make a difference!

To find out more - Visit Outpost to have a chat with Lorna or Sophie
OR Contact: Outpost 020 72813620 - lorna.coxall@peterbedford.org.uk

OR if you are at Kingsland Hub - Contact:
Anjum - 07776 769653 - Anjum.Ahmed@peterbedford.org.uk

Travel expenses for volunteers will be reimbursed

Outpost - Shop | Gallery | Community Hub
546 Holloway Road, Islington N7 6JP

T: 020 7281 3620 w: peterbedford.org.uk/outpost
Facebook, Twitter, Instagram: OutpostN7

Opening Times: Monday - Saturday 10.30am-6.00pm, Sunday: 11.00am-5.00pm

Spotlight on Arrears.

PBHA relies on tenants paying their rent in order to deliver our services. When tenants don't pay their rent, it means we lose the money we rely on to redecorate our properties and to deliver our adult learning courses and enterprises. We know how important these services are to helping our tenants, so we focusing on helping our tenants to pay and reducing arrears. If all tenants had paid their full rent this year we would've had enough money to pay for all the replacement kitchen and bathrooms we need.

What we are doing now: We have a new Income Officer- Robert Lorimer. He will visit all new tenants to ensure that rent is being paid. He holds drop ins at each of the hubs, so you can visit him if you are worried about getting in to arrears with your rent. He will also contact you if you are in arrears to arrange a repayment plan.

Where tenants are in significant arrears, we will evict. At this moment in time we are evicting 20 tenants with high arrears.

Robert also sends tenant debts to the debt collection agency we work with.



What you can do:

Pay your rent!

Have budgeting sessions with your worker if you are finding it hard to manage your money.

Don't ignore arrears- we will take action if your flat mate says they get away with not paying their rent- ignore them. We will

be taking action on all arrears

HB- if your benefits stop for any reason, please get in touch with us straightaway- housing benefit only backdate payments for a month- so you can build up arrears very quickly. The quicker we know, the more we can help you.

Share your Ideas for what encourages people to pay their rent- we will consider any bright ideas!

The Coffee Shop is Now Open

The Coffee Shop at Kingsland Hub is open Monday – Friday from 8.30am – 4pm. The Coffee Shop serves sandwiches, soup, salads, cakes and snacks as well as hot and cold drinks.

Tenants can purchase meal deals which include a sandwich, soup or salad with a drink and a piece of fruit for £3. Tenants also receive a 15% discount on the rest of the menu.

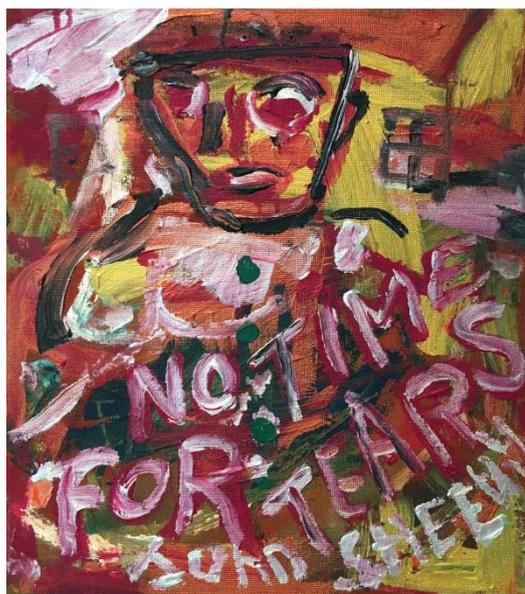
To celebrate the opening of the Coffee Shop, we are holding a launch event on Friday 9th December. Please join us for tea, coffee and mince pies from 3.30pm at Kingsland Hub.



JOHN SHEEHY

No Time for Tears

Exhibition: 16th November – 31st January 2017



Visit Outpost to see the inspiring exhibition of Print Making, Painting, Music and Poetry by Islington-based artist John Sheehy. 'No Time for Tears' explores John's unique vision of personal tales from Southern Ireland to present day London life. He creates powerful imagery from his memory and imagination.

This is a partnership between PBHA Supporting Makers programme, Crisis and Islington Mind, enabling John to create, showcase to the public and sell his work at Outpost. John gets immersed in the act of creating every day and enjoys the therapeutic benefits.

John says, "The art and the paint and the colours, it's very satisfying, the time and the creation is very valuable. It gives me a breather from burdens and fears, it distracts me and puts me in a better place. It makes me feel good to give people my paintings - I want them to go, to share my art, for it to find a home. I enjoy the process, the mess - it makes me happy"

John Sheehy was born in South West Ireland in 1949. He immigrated to London in the 1950's and has been living in the city ever since. He worked as a builder and roofer, but endured long spells of unemployment, experienced homelessness and suffered mental health problems. In 1999 he first discovered his natural talent for painting, encouraged by The Big Issue arts group. He has gone on to develop his skills and reputation as a respected artist, by trying out many different art forms and having exhibitions to promote his work.

Most of the money from sales will go to John, a donation to Islington Mind for the music, and 30% commission of artwork and poetry to PBHA – Supporting Makers programme to help cover costs.



Outpost – Shop | Gallery | Community Hub

546 Holloway Road, N7 6JP

T: 0207 2813620

Crisis



Open: Monday – Saturday 10.30am–6.00pm, Sunday 11am–5.00pm

Participation update

Mandy Mansfield, PBHAs participation officer, has moved on to a new role in our Recovery team, as a Wellbeing Coach. So we have a vacancy for our participation role. We are looking at changing this role slightly, putting a new focus on helping tenants develop peer support. We will be recruiting the role after Christmas. In the meantime, we'll continue to hold forums so we can keep having conversations with tenants about how best to deliver services. Whilst we are lucky to have Mandy in her new role, her can do spirit and diplomacy as participation officer will be missed. A big thanks to Mandy from us all.



Want to appear in an exhibition @outpost

Bruce Wang seeks sitters for his photography exhibition

Contact him at brucewangphotography@gmail.com or leave a message for Lorna @Outpost

Some of Bruce's pictures can be viewed on Facebook @brucewangphotography



Big changes to PBHAs responsive repairs service!

We're planning big changes to how we do our day to day repairs. From the beginning of February, all of our repairs will be done by a single contractor, TCL. They are based in Leyton. We've chosen them because they will provide:

- Appointment from 8-8 Monday to Friday and 9-1 Saturday
- Online portal for repairs reporting and direct tenant reporting (but you will still be able to call our repairs line instead.)
- Tighter budget control- so we can save money, which we'll spend on planned maintenance
- Quick voids turnarounds- so we can let to potential tenants more quickly
- First Time Fix targets- to avoid lots of appointments
- Resident Liaison Officer, who will attend forum meetings
- Community days and work placements for tenants seeking work experience
- Post inspections and tenant satisfaction survey after each job, so we can act quickly if work isn't done well
- They will wear PBHA branded uniform and are trained in safeguarding and working with vulnerable people

What next?

TCL will start coming to forums to discuss with you how best to deliver the service. We are also looking at how best to cut down our spending on repairs caused by tenant damage and repairs tenants should be doing under the terms of tenancy agreements. At the moment we spend about £40,000 a year on tenant damage. This money would fund our entire external or internal decorations work for a year! Early next year we will be asking you for ideas about how we can reduce this, so please get thinking...

Beating Bedbugs

Information for residents

What are they and how do they live?

Bedbugs are brown, blood-feeding insects, measuring up to 6mm long. They are active mainly at night.

Bedbugs hide in crevices in the bed and other furniture, and also behind skirting boards, under loose wall-paper etc. They can survive up to a year without feeding.

Bedbugs may be introduced to a building on second-hand beds or furniture, or on personal possessions.

What problems do they cause?

Bedbug bites cause red, irritating marks, and some people develop a more severe skin reaction. Many people will experience disturbed sleep.

Bed bugs **do not** spread diseases. Infestations in the home will spread from room to room.



How can I reduce the chances of my home becoming infested?

Before moving into accommodation, check for signs of bedbug infestation.

Avoid taking in second-hand bedroom furniture.

If you have stayed in infested premises, then upon returning home, immediately check your luggage for bugs.

To remove all bugs and eggs, clothing and bedding should be either:

- Machine washed at a 'Hot' (60°C) setting;
- Or tumble dried at a 'Hot' setting for at least 30 minutes;

- Or, placed in a bag in a deep freezer for at least three days;
 - Or, dry-cleaned.
- Check the label of each garment for laundry advice first

What are the signs of bedbug infestation?

Red, irritating bites, often in rows, typically on the neck, shoulders or arms (but there may be other reasons for this).

Small blood-smears on the bed linen or headboard.

Clusters of dark spots (about 1mm diameter) typically on the bed frame or edges of the mattress.

Finding small, brownish insects on the mattress, headboard, bed frame, other furniture, or walls near the bed.



What should I do if I suspect my home has bedbugs?

Act immediately, or problems will worsen. Self treatment of infestation is unlikely to be successful.

Contact your local authority pest control section or a professional pest control company for advice and treatment.

If you live in rented property, inform your landlord, who may be able to help.

It is essential to carry out any instructions you are given on preparing your home for treatment.

See your pharmacist or GP for advice on medication for bites.

