

Rising Star

October 2022



1. PBHA welcomes its first tenants in Newham

Peter Bedford has been able to welcome 6 new tenants to homes in Newham since August. Over the past year, we have bought and refurbished these 1-bedroom homes across the borough to let to single people who have been homeless. With the support of the Greater London Authority and Social & Sustainable Capital, we will soon house 21 people across the borough. Peter Bedford will offer support to these tenants for up to 2 years, including support with benefits, finding work, health issues and maintaining their home.

Peter Bedford is looking to further extend the support we can offer to people in Newham over the coming months.

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2. Summary of 21-22

We have published our Biennial Review of the last two years on our website (peterbedford.org.uk). This describes the services we offered during and the impact of the Pandemic, the drive towards helping tenants to be digitally included, a description of the work of our Board and the investment we have made in homes. We also report on how we performed when delivering services. An abbreviated performance report will be delivered to all tenants in October.

Please do look at the full report online and see our plans for the future. Thank you to all the tenants and participants who contributed to the report.



3. Out of hours changes

We are making changes to how tenants report emergency repairs outside of office hours. This is known as the 'Duty Line'. Currently, this service is covered by permanent PBHA housing staff. However, we do not believe this gives tenants the best service and it affects the performance of staff during their regular working hours.

We are engaging a call centre, Call Care 247, to provide the out of hours service. They can offer:

- Staff at work and awake during the night
- A quicker response
- Help to diagnose the problem
- Advice on how to fix a repair issue



Call Care 247 scored the highest for quality of the call centres we assessed and they have many years of experience providing out-of-hours repairs service to housing associations.

We expect this service to start from 10th October. To report emergency repairs outside of office hours, you should continue to use the current telephone number: 020 3815 4099.

We would like to receive your feedback about the effectiveness of this new service.

4. Social Housing Decarbonisation Fund



The government has launched wave 2 of the Social Housing Decarbonisation Fund (SHDF). Here is a web link: <https://www.gov.uk/government/publications/social-housing-decarbonisation-fund-wave-2> . The scheme provides 50% of the funding to help improve the energy efficiency of social homes. It is targeted at homes with an EPC rating of D or lower, with the goal of raising them to at least a C rating. PBHA will contribute the other 50% of the funding.

Peter Bedford HA are applying to this fund as part of a larger group of housing associations. If our application is successful, up to 50 of our homes and 87 tenants will benefit from insulation works and reduced heating bills. Works need to be completed by March 2025. Our other homes already have an EPC rating of C or higher and as such, are not eligible for this fund.

5. Hello and Goodbye!

We would like to welcome the following new staff to PBHA:

- Kevin
- Daniella

Sadly we have had to say goodbye to the following staff who have moved on:

- Lani Parker
- Lucy Hughes
- Shenelle
- Abigail



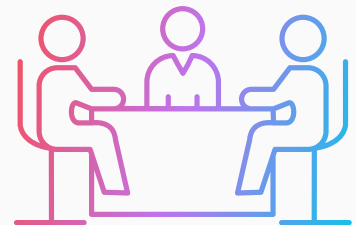
6. ASB Panel Invite

We are putting together a new Anti-Social Behaviour (ASB) Panel and are seeking residents to become panel members.

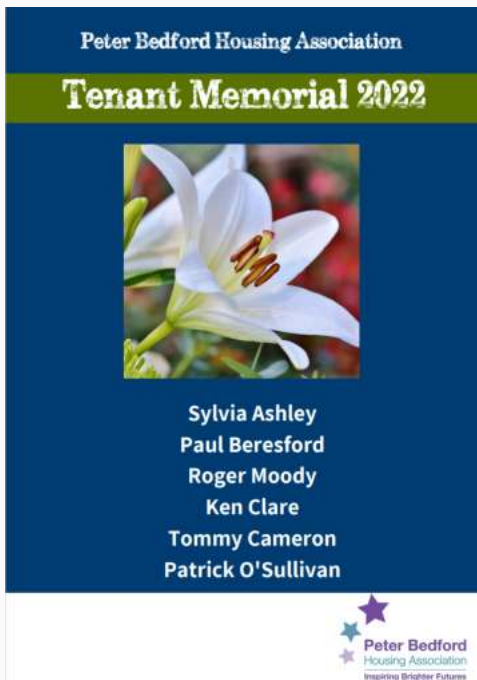
Our ASB Panel objectives are:

- For PBHA to improve their practice in responding to ASB by learning from residents' experience.
- To provide residents with insight into the challenges of handling ASB cases.
- To give residents confidence in PBHA's responses to ASB cases.

To register your interest or to receive further information, please contact Kevin James on 07776769641 or email kjames@peterbedford.org.uk



7. Tenant Memorial



PBHA held a memorial event to mark the passing and to celebrate the lives of tenants and participants who have sadly past away.

The event was held at Clissold gardens where we shared stories, wrote messages and drew pictures that represented fondly held memories.

We created a living tribute on an apple tree by hanging wooden hearts with messages and pictures.



8. Peer Support Group Feedback

Moira who is a PBHA Tenant provided the following feedback recently:

"I've been going to Peter Bedford's Peer Support Group since it started up again this year. It meets on Thursday every fortnight at Isledon Road Canteen We have a soup or sandwich lunch. We all decide what we'd like to do in the Group and all ideas are welcome. Some things we have done are playing cards, tidying up in the garden and playing rounders in Finsbury Park. Sometimes we just catch up with each other and have a sociable meeting. It has really made a difference for me. In the first meeting I felt like I had come home and was part of a community again. I enjoy meeting tenants and everyone is very friendly. I was very isolated during lockdown and the Group has helped me to feel less anxious about socialising after such a long time on my own."

Dates for upcoming Peer Support Groups:

Thursday's 1pm to 2.30pm (usual hours)

2022

10th & 24th of November 2022

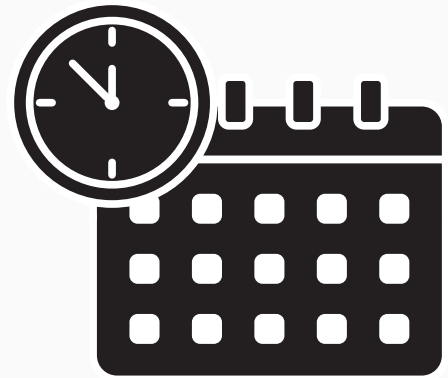
15th of December 2022

2023

19th of January 2023

2nd & 16th of February 2023

2nd & 16th of March 2023



For more info contact Anjum on: 07776769653 or email: aahmed@peterbedford.org.uk

- **Have your say**
- **Build community**
- **Contribute ideas**
- **Support your peers**
- **Share food and talk**

Everyone is Welcome!



9. Make & Meet Activities

Start date	Time	Monday	Tuesday	Wednesday	Thursday	Friday
11th November - 10th December Free 6 wks	10am-1:30 pm					Stress-free Computing for everyone
24th October - 21st Nov Free 6 wks	10am - 12:30pm	DIY for beginners Making a stool				
Ongoing Free	11 am - 1 pm				Computer Drop in	
Ongoing by appointment Free	2:00pm - 4:30pm				Information, Advice & Guidance	CV support
16th November Free 8wks	11am - 1:00 pm			Creative Art		
Ongoing by appointment only Free	1pm - 2:30 pm				Peer Support lunch group (Isledon)	
January - start date TBC Free	1 pm - 4pm		Health & Wellbeing: Resilience coaching			
SEND - Ongoing - Not Free	10:30-12:30pm 13:30 - 4:30pm		Joinery & Woodworking			

For more information contact: learn@peterbedford.org.uk/ 02038154100

Make & Meet Activities

Autumn/Winter 2022-2023

An inclusive, creative and supportive learning environment, focused on reducing loneliness and isolation. Our Make & Meet Space brings people together through free courses, activities and events. Everyone is welcome to the PBHA community. We support people to recover, progress and explore their potential.



DIGITAL SKILLS: STRESS FREE COMPUTING FOR EVERYONE!

Contact us about classes starting in November 2022

- Learn how to update/ install software
- How to protect your device with antivirus software
- Activating system files/file recovery
- Backing up files
- Locating settings

Days/Times: Friday's at 10am

DIY FOR BEGINNERS: INTRO TO FURNITURE MAKING

Contact us about classes starting in October 2022

This is a beginners introduction to furniture construction methods. Make a small stool from scratch and learn skills that you can apply to other furniture making or DIY.

A great introduction to working with wood!
Days/Times: Monday's at 10am

MONEY MANAGEMENT CLINIC

Contact us for upcoming dates in Hackney & Islington!

Get 1-1 support and advice on your money matters and budgeting skills. Learn to make better decisions about debts, spending and saving.

Our free courses, coaching and training programmes are open to adults 19+ living within Hackney, who are on benefits or low income. PBHA is an inclusive organisation and is keen to support those that are at risk of loneliness and isolation. This may include people with lived experience of homelessness, and mental health conditions, disabilities, autism spectrum disorder and other impairments. Please contact us to learn more about course eligibility. We can also support those living in other London boroughs.

CREATIVE ARTS IN THE COMMUNITY (SEND)

Contact us about classes starting in October 2022

Explore your creativity, with access to a range of materials and expert guidance in a fun and relaxed setting. Learn and be inspired by poplar art movements!

Days/Times: Wednesday at 11am

PEER SUPPORT LUNCH GROUP

Sessions take place at Iseldon Cnteen 181 Iseldon Road- Finsbury Park

Come and join us for lunch, a chat or just an opportunity to be around others.

We welcome ideas on activities and can focus on particular themes of your choosing.

Thursdays 1pm to 2.30pm- Contact us to join the group.

HEALTH AND WELLBEING: OBSERVATIONAL DRAWING

Contact us for classes starting in January 2023

Develop a range of practical drawing skills and improve knowledge of colour theory. Create your very own Zentangle which is known to promote relaxation and decrease stress.

Days/Times: Thursday's 1pm

CREATIVE DIGITAL SKILLS: SOCIAL MEDIA & NETWORKING

Contact us about classes starting in April 2023

- Gain an understanding of social media apps and their purpose
- Create/ build either a LinkedIn or Instagram account to start your networking journey
- Learn how to create social media graphics, presentations, posters and other visual content.
- Intro to Canva, an online design and publishing tool.

Days/Times: Friday's 1.30pm

1-1 DIGITAL SKILLS COACHING

Contact us to get matched with a Digital Champion Volunteer!

Get tailored support to improve your digital skills. Topic areas include emails, banking, budgeting, shopping, managing health and more.

HEALTH AND WELLBEING: RESILIENCE COACHING

Contact us about classes starting in January 2023

Learn about the skills & tools needed to cope with stress. Practice self-compassion and emerge from challenges feeling stronger.

Days/Times: Tuesday's 1pm

Find out more on our website, or by contacting 020 3815 4100 / learn@peterbedford.org.uk



10. Update on Events

Great cultural get together and Black History Month

We have had a successful series of events this autumn, starting with our great cultural get together and then followed by Black History Month. Our events have been focused on diversity and inclusion, deepening our understanding of each other, fostering respect and challenging structural racism.

If you have any ideas on how we can continue these discussions or thoughts on activities/ stories that may shine a further light on your experiences then please contact Anjum: learn@peterbedford.org.uk/ 02038154100



Next Event:

Annual Christmas Party.

Please don't forget to book your place!



11. Cost of Living Crisis

Peter Bedford Housing Association has created a cost of living tool kit with essential information about support available on your local borough. Please speak to your EHM worker or contact us on: **0203815 4100** if you would like a copy. You can also visit your local hub to request a copy.

This toolkit is also available on our website (<https://www.peterbedford.org.uk>)

12. Energy Saving Advice

As we head in to colder months our energy usage is likely to increase and couple with the rise in utilities this is likely to have a knock on effect on the following areas:

- **The National Grid has stated that over consumption/ issues with gas imports across the UK may result in imposed power cuts.**
- **Higher bills.**
- **Increase in service charge costs.**

Here are some top tips from the money supermarket on how to save energy (www.moneysupermarket.com):

- **Turn appliances off at the plug.**
- **Turn down your thermostat.**
- **Set timers for heating.**
- **Wash clothes at a lower temperature.**
- **Draught proof your property.**

Further help and support available:

- **Speak with your EHM worker.**
- **Contact the property team to seek advice on setting timers/ adjusting your thermostat.**
- **Accessing the Energy Bills Support Scheme discount - GOV.UK (www.gov.uk) please make sure your supplier has you up to date number or email to receive discount vouchers for prepayment meters.**

