

Rising Star

September 2023



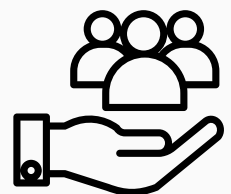
1. Welcome Back!

Welcome to the Autumn 2023 Rising Star! In this edition we are taking a real focus on participation in PBHA. This is something that has been at the core of PBHA since it first formed back in 1968. We want our service to be based on what tenants want and need, and for there to be opportunities to gain skills and be rewarded when you influence how PBHA is run. In this edition, we will let you know about our hopes and goals for Participation, introduce our new Participation and Volunteer Development Worker, and let you know about all the ways you can get involved over the coming months. Alongside this, we will introduce PBHA's new values, reflect on our service standards, update about grant success for home insulation, and more!



2. Cost of Living Support

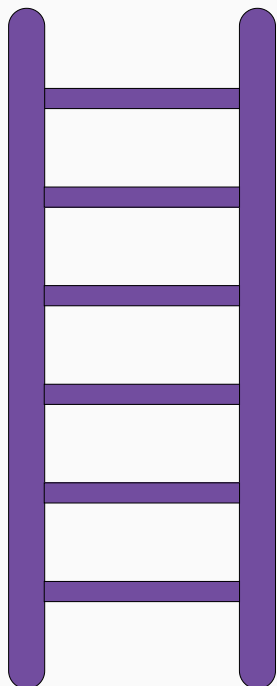
Whilst inflation is beginning to fall, we are aware how many people are struggling to pay their bills and afford the basics. If this applies to you, please approach your Housing Officer who can help put you in touch with local support services. If you are having difficulties paying your rent, you can contact your Housing Officer or our Income Officer, Bozana Douglas on 07776769648. She is happy to help tenants find ways to access funding and support so they can pay their rent and manage arrears. Bozana and Shanika are running weekly drop-ins at the hubs. Please see **section 13** for more information.



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3. Participation at Peter Bedford Housing Association (PBHA)

Participation at Peter Bedford means welcoming tenants and those who use our services be involved across the board. We have a variety of opportunities, including courses to study/deliver, panels to join, a chance to support with staff recruitment and much more (**see sections 7 and 8**) We are always looking to develop new ways for you to get involved which are rewarding (**see section 9**), meaningful, and appealing - please get in touch if you have any ideas to discuss!



To keep participation running to the highest possible standard, we want to make sure that tenants and participants are at the centre of everything we do. This is why we are looking to launch a participation strategy that would aspire to have tenants and participants influencing everything across PBHA. Currently, we are looking to use a ladder model, which would help us to recognise when some ways to get involved might offer more opportunity and responsibility to tenants/participants than others.

This is where we'd love to hear from **you**. How do you think participation should look like at Peter Bedford? What are your thoughts about how this is done now? Would a ladder model be the best way to represent this?

To get in touch about any of this, please contact our Participation and Volunteer Development Worker, Oli (he/him) on ohawley@peterbedford.org.uk or 07458 145301.

Please note. Oli only works part-time



4. Hello and Goodbye!



Cath Gibson (she/her)

What is your role and why might tenants/participants come to you?

Hello! I'm the Asset and Property Manager (Interim) at Peter Bedford. It is more likely you will come to my team (Ertan, Lisa, and Gay) who look after routine and responsive repairs. You can contact us on the repairs helpline where we can book in repairs and offer you guidance on how to manage are issues to allow you to be independent in how you run your flat. I am always happy to be contacted when things need escalating or you might see me around doing joint visits with my team

Tell us a bit about your working background.

I have worked in Social Housing for over 20 years. I first started as a receptionist after seeing a role advertised in the Hackney Gazette where I climbed the ladder, and the rest is history! I have worked across almost every department including Participation, Welfare, Rental Income, and Estate Management. This has given me a real passion for the sector, particularly being able to support tenants and seeing the results of this.

What drew you to PBHA?

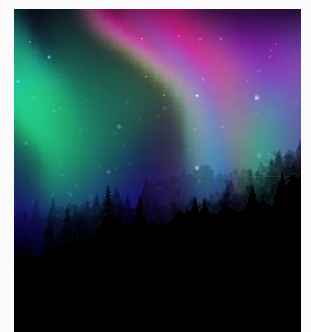
The team are amazing! I have a wonderful group of colleagues across the board and my own team are a font of knowledge. They are all very supportive and know their residents, offering a really compassionate approach. Being able to support a vulnerable client group and to walk away feeling that you have really made a difference is what it's all about.

Do you have any fun facts/things that interest you?

As you may have noticed, it's tomato time! I love gardening. I'm not the greatest but it is my happy place. I like growing vegetables and eating organic where I can - guess you could say I'm a bit of an eco warrior.



I have a dog that I love going on long walks with. I have two teenage children who take up a bit of my time. And I love travelling. I saw the Northern Lights last year, which was spectacular.



What is your role and why might tenants/participants come to you?

Hello! I'm the EHM Coordinator for Hackney. You will probably come and see me knowing that I'm the new Shanika. You might come and see me for support with things or can come visit at the Clissold Hub, where I work most days.

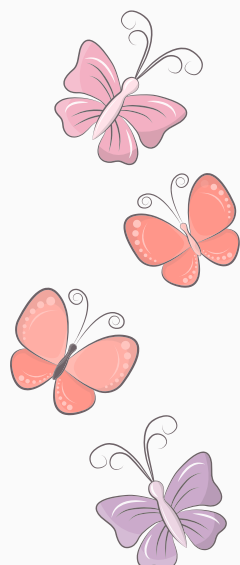


Tell us a bit about your working background.

I worked for HomeFinder UK and Revive which were non-profit/charitable organisations who assisted families moving to the North of England. I progressed into the specialised role of Senior Manager of Domestic Abuse Department. This was for anyone who was a survivor of domestic abuse or anyone trying to escape gang crime. It was a brilliant role where I was able to help a lot of people. When they came to me they had no hope and we were able to sort out their home so life got good again. Speaking life and power so they could believe in themselves again.

What drew you to PBHA?

All the work in my last job was over the phone and never customer facing. I never got to reap the whole benefits of supporting someone through the whole process. I often missed out on the ending which didn't feel good as I like to see things through to the end: if I start something, I like to finish it. I wanted to know what happened at the end. I wanted to be in a job where I could see the end results of what that develops into, so Peter Bedford was perfect for me!



Do you have any fun facts/things that interest you?

I've saved a life before! There was a gentleman sitting in a kebab shop on Angel and as I was walking past, I noticed his face was blue. I saw a lady in the shop on the telephone, but she was struggling to understand what the operator was saying, so she couldn't assist her father-in-law. I took the phone from her and was told to get the man on the floor to give him heart compressions. I told the operator, 'I think I've cracked his rib!' and they replied, 'That's good - it means you're doing it right'. I carried on and I carried on. When the paramedics arrived they said, 'That man was dead and you brought him back to life!'.



Nicola S

What is your role and why might tenants/participants come to you?

Hello! I'm a Community Connector and I work within the London Fields multi-disciplinary Neighbourhood Team within the NHS. I support adults with Mental Health needs to access services and link into activities and groups. I am also a part of the ENT department; you might see me now and then at Kingsland Hub and at events occasionally.

Tell us a bit about your working background.

Over the last 6 years I have worked in the Mental Health sector supporting adults with immediate and historic needs on a 1-1 basis. In addition, I also led textiles and social based groups encouraging opportunity for interaction and to take a pause from difficulties whilst having fun in a group setting. Prior to this, I worked for 13 years as a freelance textile designer selling my own fabric samples in New York; alongside this I worked in several educational establishments as an art technician and textiles workshop facilitator.

What drew you to PBHA?

I was attracted to the role as I felt my experience in the Mental Health sector could contribute positively to the organisation. It's important for me to share goals with staff in delivering a range of services to support clients with challenging circumstances. Awareness of Mental Health has come a long way over the years, I feel strongly about reducing the stigma that is often attached to people that live daily with or who have endured mental health issues. I want the clients I work with to feel listened to and their thoughts validated. I can feel the warmth amongst staff here already at PBHA and I'm incredibly grateful to have been given this opportunity.

Do you have any fun facts/things that interest you?

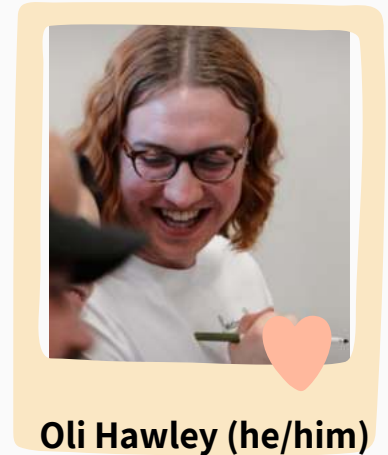
I'll have a passion for travel and have had opportunities to go on many backpacking trips. My most memorable experiences include visiting India, Cuba, Vietnam, Argentina, Peru and Bolivia which have inspired some of my textile design work.

**Give the best you have,
and it will never be
enough. Give your best
anyway.**

MOTHER TERESA

What is your role and why might tenants/participants come to you?

Hello! I'm the Participation and Volunteer Development Worker. This means I support with all the ways you can get involved at PBHA, from running the events, sitting on panels, to working alongside the board. Feel free to get in touch if you're interested in an event/group or want to give some feedback about how you think PBHA should work.



Tell us a bit about your working background.

I've worked in and around mental health for over six years, and specialise in participation, peer support, and equitable and inclusive approaches to mental health. I work part-time so alongside PBHA work, I deliver mental health training, support a children and young people's participation group, and am the Equity and Inclusion lead at ImROC, a mental health and wellbeing charity.

What drew you to PBHA?

I was drawn to PBHA because of its well-rounded approach to wellness and recovery. It has a real community spirit and looks to really get to know everyone who lives within its housing/participates on their courses. My other roles have mainly been online or around learning, development, and strategic improvement, so it is so nice to be back working in a person-facing role again!

Do you have any fun facts/things that interest you?

A fun, or rather an unusual fact about me, is that I've played swing ball with a nun in full habit – and lost! For context she is my second cousin and was over for a family visit and it was my first time getting to meet her before she went on to provide medical aid across Africa.



Outside of work, I get involved in a lot of music. I am the keyboard player in a pop/rock band back up in my hometown (Buxton) and write and sing my own songs. Music is food for the soul and always makes me feel better.



I'm also training to be a counsellor.

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

- Veronica Bright (Newham Recovery)
- Jackie Brett (Community Connector ELFT)
- Anita Dzuda (Community Connector ELFT)



We would like to congratulate our colleague who has been promoted:

- Shanika Dowdie is now our Housing Officer – Anti-Social Behaviour Lead.



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

- Albert Samuelson
- Chevonne Williams
- Joel Johnson



5. Peter Bedford's New Values!

We have developed new Values for the 2020s with staff, tenants and the Board. These aim to reflect the Peter Bedford of today and for the near future. They fit closely with our plans for the rest of the decade.

- **Tenant-led** – we are responsive and collaborative as together we create a better today
- **Resilient and Resourceful** – we focus on our strengths and creative solutions
- **Safe and Secure** – safety comes first and foremost and we give security to those who need it most
- **Reflective** – we are psychologically informed and strive to improve ourselves
- **Equality and Positive change** – we take action to make our world a fairer place

You also wanted us to be Compassionate, Sustainable, Transparent and Ethical. We are integrating these aspirational values into PBHA's strategy and plans. We will review and hopefully adopt them as we develop the 2025-30 Business Plan.



6. Make & Meet Activities

DIGITAL SKILLS: STRESS FREE COMPUTING FOR EVERYONE!

Contact us about classes starting in October 2023

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

Days/Times: Tuesday at 10am (6 weeks)

DRAMA WORKSHOP

Contact us for classes starting in November 2023

Play drama games, devise scenes, and work on scenes. Come along to build your confidence, improve your public speaking, and develop your performance technique in a safe and creative space.

Days/Times: Wednesdays at 1pm (6 weeks, with a 1 week break)

MONEY MANAGEMENT WORKSHOP

Contact us to join the group starting in November/ December 2023

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

Days/Times: Tuesdays 10:30am

TEXTILES WORKSHOP

Contact us for classes starting in January 2024

With an experienced tutor discover textiles techniques. This course is a fun introduction to textiles, with an emphasis on developing a creative approach.

Days/Times: TBC

DIY FOR BEGINNERS: INTRO TO FURNITURE MAKING

Contact us about classes starting in October 2023

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: Mondays at 1.30pm (8 weeks)

PEER SUPPORT LUNCH GROUP

Contact us for upcoming dates starting in September 2023

Come and join us for an activity and a free lunch, to chat or just to be around people. We offer something different each time, e.g., cooking, gardening, and visits to museums.

Days/Times: Thursdays 1pm

Sessions take place at Isledon Canteen
179A Isledon Road- Finsbury Park

OBSERVATIONAL DRAWING

Contact us for classes starting in October 2023

Develop a range of practical drawing skills, learn about proportion, perspective and improve knowledge of colour theory. Explore various techniques and mediums to create forms and textures.

Days/Times: Thursdays 1:30pm (7 weeks)

CREATIVE FINE ARTS

Contact us about classes starting in January 2024

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

Days/Times: Wednesdays at 11am

COMPUTER SKILLS FOR WORK & LEARNING

Contact us about classes starting in January 2024

For learners who wish to seek, gain and retain employment within an office environment. Are you interested in networking & marketing, learn to use Canva to further your skills.

Days/Times: Tuesdays 10am (6 weeks)

BOTANICAL ART & GROW YOUR OWN GARDEN

Contact us for classes starting in October 2023

Grow your own herbs, create a glass globe for air plants or a succulent terrarium. We will also be getting experimental with using cyanotype printing techniques to create art using botanical finds from the local area as well as learning the art of botanical drawing.

Days/Times: Fridays 10:30am (6 weeks)

HEALTH AND WELLBEING: RESILIENCE COURSE

Contact us about classes starting in October/ November 2023

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

Days/Times: Tuesdays 1pm (5 weeks)

CHOIR

Contact us for classes starting in January 2024

We welcome any level of experience, come and learn new songs, meet new people, and improve your singing technique, in a welcoming environment.

Days/Times: Wednesdays at 1pm

Visit our website to find out more about us:

www.peterbedford.org.uk

Contact us on:

020 3815 4100 / learn@peterbedford.org.uk

More Information:

Our class sizes vary from 8 to 10 learners per session and will take place at our wheelchair accessible Kingsland Hub Venue.

Some sessions will be available at our Isledon Hub, near Finsbury Park Station. We can also deliver some of our programmes externally in partnership with local organisations - contact us for more information.

Find us at:

Kingsland Hub,
242 Kingsland Road,
London E8 4DG



7. Get Involved!

1-2-1 Support

Digital Skills Coaching:

Get tailored support to improve your digital skills. Topics include emails, shopping online, online forms, file management, and more!

Information, Advice, and Guidance:

This will allow you to:

- identify realistic but ambitious goals and learning options that suit you
- get support in making a decision about your future
- build your confidence and motivation about your future
- increase your chances of completing education and training, or maintaining work
- improve your odds of getting a job

Wellbeing Support Service:

This will allow you to:

- be supported to explore your community and meet new people
- set and work on goals
- improve your mental and physical health
- be supported to attend appointments and events
- talk to someone regularly

To access any of these services, please contact: 020 3815 4100 or learn@peterbedford.org

Influence how PBHA is ran

ASB Panel: To discuss, manage, and develop PBHA's approach to anti-social behaviour. See Section 10 for more info.

Property Panel: To discuss property initiatives, repairs, and access. See Section 11 for more info.

Tenant Conference (Autumn):

Ask questions, find out what we've done in the last year, share your opinions. 22nd November 1-4pm at Isledon Canteen, 181A Isledon Road

Influence the PBHA staff team

Review applications, interview, and assess new staff: Sit on interview panels, score applications, and be part of initial staff assessments.

Create and deliver staff training: Work together with staff to create and deliver training to PBHA staff and participants.

Please get in contact with Oli (he/him) on ohawley@peterbedford.org.uk or 07458 145301 to register your interest for either of these

8. Upcoming Events

**PETER BEDFORD HOUSING ASSOCIATION
'CELEBRATING OUR SISTERS'**

BLACK HISTORY MONTH 2023

1st - 31st October 2023

Kingsland Hub
242 Kingsland Road
Haggerston
E8 4DG

Iseldon Canteen
181A Iseldon Road
Finsbury Park
N7 7JP

For information, contact
learn@peterbedford.org.uk or call 02038154100

Wednesday 18th of October
2023 1pm to 3.30pm

Film Screening: Small axe

Love letters to black resilience and triumph in London's West Indian community, directed by Oscar winner Steve McQueen. Vivid stories of hard-won victories in the face of racism. (Kingsland Hub)

Thursday 26th of October
2023 12noon to 4pm

Black History Month
Celebration

Join us for a Caribbean cook-up where we will share stories, music and poetry by Black British Women. (Iseldon Canteen)

WORLD MENTAL HEALTH DAY

Tuesday 10th of October 2023
12.30pm to 3.30pm

It's OK to
HAVE
bad days



Join us for:

- Film & discussion
- Mindfulness exercise
- Information about where to get help
- Food and refreshments

FESTIVE

PARTY

THURSDAY 7TH
DECEMBER
12noon to 4pm

Join us for food & festivities at
Kingsland Hub
242 Kingsland Rd, E8 4DG

PLACES LIMITED! RSVP by 28th Nov:
learn@peterbedford.org.uk
07458 145301 / 020 3815 4100
Or tell your EHM worker

If you have any ideas and want to help plan/run these events, please contact Oli on ohawley@peterbedford.org.uk or 07458 145301

9. Why should I get involved?

We are keen to ensure that all participation activities have an incentive and that we properly thank people for their time. If you give up your time for free, such as helping to plan an event or by sitting on a panel, you will be rewarded in one or more of the following ways:

- The chance to earn **vouchers/gift cards**
- Free **food and refreshments** provided
- **Travel reimbursed**
- The chance to earn **Tempo Time Credits**. These are tokens you earn that can then be spent on days out, show tickets, gym/swim sessions, and much more!
- The chance to **join a course** or **learn something new**



10. Feedback from recent events

We had our annual **Pride** event on the 29th of June, which our tenants and participants coproduced to include external speakers such as Islington Forum+ an independent charity working to promote equality for LGBT+ people in Camden & Islington. Our CEO Clare Norton played a special screening about the HouseProud Pledge which is a scheme that all social housing providers can sign up to, to demonstrate their commitment to LGBTQ+ resident equality and support. There was plenty of food, music and art activities throughout the day. Tenants showcased their amazing skills at the talent contest through spoken word, poetry and ribbon dancing. We ended the event with a special cake cutting ceremony led by Patrick (PBHA Tenant) and Aoife from forum+.



On 16th August we held our annual **Tenant Memorial**. This gave tenants an opportunity to come together and reflect on the memories of those whom have left us this past year. It was a lovely sunny day and we were able to reminisce fondly and to create some memorial hearts to then display in the Clissold Gardens.

On 21st September we held the Great Cultural Get Together at Clissold Gardens. This was an event to celebrate the rich cultural diversity of PBHA tenants and of everything this brings to our organisation. Anjum, our Enterprise and Training Manager, made a lovely curry, which was widely enjoyed by staff and tenants alike. We played human bingo which gave people a chance to get to know one another better and learn about our cultural heritages. Finally, we took turns to teach and learn dances with one another. It may have rained, but this didn't stop us! It was a really enjoyable day and we look forward to celebrating together again this October with Black History Month.



11. ASB Panel

The next Anti-Social Behaviour (ASB) Panel meeting will be the **15th of January 2024**. This provides an insight to tenants of the process that PBHA take from start to finish, and offers the opportunity to influence how cases are dealt with. ASB panel members have the chance to review policy, incidents, and cases that have been taken to court. If you have experienced/are experiencing ASB, this is the perfect opportunity to come and have an input into how this is managed.

This runs every couple of months and Shanika emails all attendees with the minutes and cases to go through at the next meeting.

To join, please contact Shanika Dowdie, Housing officer/ ASB Lead by email shanika@peterbedford.org.uk or call 07776 769629 / 02038154033.



12. Property Panel

The next Property Panel meeting will be the 24th October 2023. This provides tenants with the opportunity to discuss anything concerning properties, such as repairs and maintenance, property issues, property improvement schemes, and when contractors will need access.

To join, please contact **Ertan Nazim**, Senior Property Officer by email enazim@peterbedford.org.uk or call 07458 074380



13. Weekly Drop-ins

ASB and General Needs Drop-ins: In addition to the ASB panel, Shanika runs drop-in sessions at all the hubs. These sessions are to discuss housing matters and advise for General Needs/Peer landlord tenants. These sessions are also open to EHM tenants regarding ASB and advise for example if someone wishes to make a report about something and do not know how or what steps to take.

Income Drop-ins: Our Income Officer, Bozana, also runs drop-in sessions alongside Shanika. Here, she provides support and guidance to the tenants who are struggling with the cost of living, supports tenants to pay services charges, and helps with Housing Benefit & Universal credit issues. She is able to arrange affordable repayment plans, signpost to external services, and support with applications. As an Income officer she is not just here for rent collection, she is here to help; providing early rent arrears prevention support and support to reduce the eviction proceedings.

These sessions are at:

- **Clissold** hub every other **Wednesday** – next one being 4th of October,
- **Isledon** hub every other **Friday** – next one being 29th of Sept,
- **Kingsland** hub on **Thursdays** weekly all sessions are from 11am-4pm.

ASB and General Needs Drop-ins: Please contact **Shanika Dowdie**, Housing officer/ ASB Lead by email shanika@peterbedford.org.uk or call 07776 769629 / 02038154033.

Income Drop-ins: Please contact **Bozana Douglas**, Income Officer by email bozana.douglas@peterbedford.org.uk or call 07776 769648 / 020 3815 4100 ext-4034

14. Service Standards

We, at Peter Bedford, are committed to the following Service Standards and will:

- Respond to telephone calls and messages within 24 hours
- Set email signature, mobile, and Microsoft Teams voicemail and out of office details of who to contact when we are away
- Endeavour to reply within 24 hours to tenants and external partners' emails, within 48 hours as a maximum
- Respond to Complaints at Stage 1 resolved within 2 weeks, and 4 weeks at Stage 2
- Complete Emergency repairs within 24 hours; Urgent repairs within 7 days; and Routine repairs within a month



15. Grant success to insulate homes

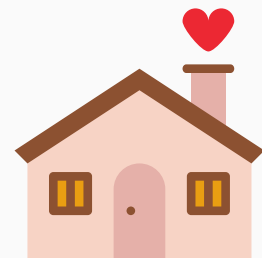
We have been successful in applying to the government's Social Housing Decarbonisation Fund (SHDF) as part of a group led by Islington & Shoreditch Housing Association.



This will fund up to 50% of the cost of insulating 38 homes across Hackney and Islington. Surveys are due to start shortly and works will take place between January 2024 and March 2025. By the end of the project, the vast majority of our homes will have an EPC (Energy Performance Certificate) rating of C or over.

16. Newham New Projects

The refurbishment of our new 21 homes in Newham is complete and all are occupied. Housing former rough sleepers, we are very pleased to support Newham Council in reducing homelessness in the borough.



We have also opened a new project in partnership with Stonewall Housing in the borough. The project, in the Manor Park area, is a six-bedroom house for young LGBT+ people who are homeless. Our role in the project is to ensure tenants maintain their tenancies and move on successfully.

17. Data Security

Keeping your data secure and safe is very important to us at Peter Bedford. We have been working hard to improve Data and Cyber security and protect your data against cyber-attack. We have achieved Cyber Essentials + in 2023. This is a UK certification scheme designed to show that an organisation has a minimum level of protection in cyber security.



Backed by the UK government and overseen by the National Cyber Security Centre (NCSC). It encourages organisations to adopt good practices in information security. Cyber Essentials also includes an assurance framework and a simple set of security controls to protect information from threats coming from the internet.