



# Peter Bedford Housing Association Forum

Meeting summary: Wednesday 14th May



- **Introductions**

All present introduced themselves to the forum, including the new temporary Participation Officer for Peter Bedford Housing Association (PBHA), Mandy Mansfield.

- **Tenant's Committee Surgery Launch**

Committee members for PBHA are Mandy King, Precious Martin- Brown, Tyron Sembu and Tony O'Brien. The surgery is a new service where residents and participants can approach committee members to raise any concerns, seek advice or make suggestions for new activities etc. Committee members will signpost to appropriate members of staff. Suzzi the advocate has offered to support the committee members.

The surgeries will be on the first Tuesday of the month at Gillett Works and the last Friday of the month at Legard Works, between 11-2pm. The first surgery will be on Friday 30th May at Legard Works. Mandy Mansfield will make a poster with this information.

- **Isledon Road Update**

Deputy CEO Andrew advised the forum that the Isledon Road Canteen has been redecorated and will have a hub space. The forum said they would like to have been consulted about the decor, or any new developments. Andrew agreed this would have been good, but said it had to be done in a bit of a hurry as we had money to spend up before the end of March.

- **Safety First Event**

This will be a workshop looking at different ways of dealing with difficult situations concerning antisocial behaviour. This had not been organised as the previous Participation Officer's (Anna) contract ended. Mandy Mansfield will organise this and invite Community Police and a local authority Anti Social Behaviour Officer.

- **Complaints Update**

There was some general dissatisfaction from certain members of the forum about complaints not being dealt with in time. Quality and Compliance Coordinator Ross fed back that in the past, some complaints were logged as incidents, rather than complaints, which have different follow-up procedures. To ensure this does not happen again, Ross will be logging both incidents and complaints, to ensure none 'slip through the net' in future.

- **Communal Bin areas**

The forum asked who is responsible for cleaning the bin area – residents or cleaners. If it is staff, they are not doing it at Brougham Road. If it is residents, can letters be sent reminding them of their responsibilities. Mandy will look into it.

- **Pride 2014**

Creative Industries coordinator Orla advised the forum about a new 5-week art project for Pride 2014, and distributed a poster. The art project will use different styles including photography, creative writing and printmaking with the theme 'Freedom is...' A publication will be made as well as artwork for an exhibition. Anyone can attend, not just LBGT.

- **New evening courses**

Following the success of the last series evening courses, new ones have been organised. Contact Arinola ([vcs@peterbedford.org](mailto:vcs@peterbedford.org)) for details.

- **Change Together**

This is a new campaign encouraging people to talk about mental health. There are new volunteer opportunities to get involved in. If anyone is interested in taking part, please speak to Arinola ([changetogether@peterbedford.org](mailto:changetogether@peterbedford.org)) or a Support Worker for more details.

- **Annual trip**

The forum agreed they would like to go to the seaside. Brighton was suggested. The trip is £5.00, payable at least two weeks in advance. Staff will operate a reserve list. The forum agreed that anyone unduly under the influence of alcohol on the day would not be allowed to go.

- **New summer timetable**

Posters are on noticeboards. There are some spaces left on the jewellery-making course.

- **Rising Star**

The forum wanted more involvement in the content and production of our in-house magazine, as well as a few dedicated pages. Mandy Mansfield will arrange a meeting with management to work out how best to facilitate this.

- **Open Garden Squares Weekend**

Every year London opens private gardens and squares to the public, and for the third year, Clissold Gardens is holding an event on 14th and 15th June. PBHA are looking for volunteers to help with this, to give tours, help with the cake stall or to talk about Plot to Plate.

- **Canteen opening times**

Both canteens can't open every day due to staff shortages. However, people on Tuesday have to go to a local café at lunchtime. Orla suggested we try and organise getting meals taxied over from Stamford for people on Tuesdays.

- **Training allowance**

A participant on the joinery class asked if the allowance can be increased. This is not possible, as it will affect a person's benefit.

- **AOB**

Orla is going to look into getting a new noticeboard – possibly in the Legard Café, as the current one is a little cramped.

**Date of next meeting: Wednesday 18th June 2014**