



PBHA Forum
Minutes: 18 March 2015



**Minutes of PBHA Forum
18th March 2015**

Present: 9 tenants, Andrew Tyers (Deputy CEO), Orla O’Flanagan (creative Industries Co-Ordinator), Mandy Mansfield (Participation Officer)

Chair: Tyron Sembu

Agenda

1. Matters arising from last meeting
2. Premises and Move Update
3. Party Update
4. Feedback from ‘Filling your time’ survey
5. Rent increase update
6. Staff recruitment – tenants on interview panels
7. Pride 2015
8. Rota for Isledon staff
9. Second hand computers
10. Wifi at Isledon and Clissold Canteens
11. Expert patient taster class
12. AOB
13. Date of next meeting

1 Matters arising from last meeting

- **Over 50s Club** – The launch went well, with 15 people attending. Many ideas were discussed for future activities. The next one is on Monday 23rd March at Isledon.
- **Site Visit** – 2 tenants visited the new premises. Precious M and Michael M fed back that they thought it is a really nice building, in a good position along the canal. There is a smoking area outside, though it was pointed out that it might get warm in summer.
- **Stella’s Memorial** – A great success with around 70 people attending. Many thanks to all that helped organise it. An article is going in the next Rising Star.

2 Premises Move and Update

Stamford Works is now closed. Staff were unable to move into the new building due to an unexpected flood, leading to quite serious water damage on site. All staff are

currently at Legard Works. Tenants can use either Stamford Works old landline number or Legard Works landline number. A local office has been put in Clissold Road so Hackney tenants can arrange to see staff there. A tenant said that it was good having staff there. Employment Services, including IT classes, are currently at Legard.

The flood has delayed leaving Legard Works also. However, we can stay on at Legard for a reasonable time. We are not sure when we will be moving into the new building, but we will let you know a clearer timetable when we know when the works will be finished.

3 Leaving Legard Party update

Unfortunately, as we are not now leaving Legard in April, the party has been postponed until further notice. The information will be put in The Rising Star next week, and Support Workers will be asked to let their tenants know also.

4 Feedback from Filling Your Time Survey

This survey was needed so that PBHA can plan what courses and services to put on this year, as well as find out why people enrolled for courses, but then didn't turn up. It was also to see how prepared people are for Universal Credit. Over 160 people returned the information.

There is interest in drug and alcohol services, such as Smart Recovery, as well as interest in counselling, either group work or peer support. The biggest need is IT, as well as literacy support. PBHA will be offering a variety of IT courses from beginners to more advanced levels. It was asked whether a computer can be made available for people to use in Isledon canteen. PBHA is looking at ways we can increase access to IT, but we need to consider security.

5 Rent increase update

The rent increase is going ahead, and following feedback that tenants want to know what the rent is spent on, this will be brought to the next Forum. Tenants had also asked about improving the condition of properties, so this will also be on next month's Agenda. It was pointed out that rent was not used for the move to the new premises.

The phones in the communal areas will be removed, which will give a reduction in service charge. The TVs will also be removed, and PBHA will no longer buy TV licenses for communal areas. The Forum was reminded that they are individually responsible for getting their own TV licenses if they watch a TV in their own rooms. The service charge will also be reduced as a result of this change.

PBHA will no longer be providing cleaning materials, though some will be available for emergencies.

6 Tenants on staff recruitment panels

At the recent Committee Meeting, it was pointed out that tenants are no longer invited to be involved in recruiting staff. PBHA encourages involvement in this. It was pointed out that involving participants when recruiting tutors was, though lengthier, was a powerful process with excellent results. Two tenants are definitely interested, with one person 'on standby'. **ACTION: Mandy to liaise with Andrew and reinstate a system to facilitate this.**

7 Pride

Orla attended the Forum to open the conversation to chat about this year's Pride. Previous years have been really good. We need to start thinking about where, how, when? There is a potential site at the side of the new premises in Haggerston Road. It was suggested we hold it at Clissold garden or Islington Green. Following a heated discussion, Patrick C said that he is not going to be involved in Pride this year. It was clarified that Orla is the member of staff responsible for Pride celebrations. **ACTION: An advert to be put in the Rising Star for volunteers to involve more people in planning and organising this year's event**

8 Saturday Rota at Isledon

It had been asked at the tenants committee whether the Saturday rota at Isledon could be more varied, with different members of staff working together. Mandy had asked Emma about this, who explained how the rota is worked out, taking a variety of factors into consideration: Whether the staff member is full time or part time, whether they are on Annual Leave or off sick, as well as emergency cover. Planning the rota is extremely complicated – but the Forum is welcome to come up with a solution to improve it!

9 Second hand computers

PBHA are offering tenants and participants the opportunity to buy second hand computers not being taken to Haggerston. There is a cost of £40 to wipe the computers of confidential information, so this is what PBHA will charge. PBHA will not be responsible for any future repairs. To order a computer there is a £5.00 deposit. **ACTION: Tenants and participants wishing to purchase a computer to contact Mandy.**

10 Wifi at Isledon and Clissold canteens.

The password information on the wifi poster at Isledon was wrong. Mandy has contacted technical support and obtained the correct password, which was put on the noticeboard.

Clissold canteen now also has wifi access, but there is no password.

11 Expert Patient taster class at Isledon

Mandy reminded the Forum of the class, to be held on Tuesday 24th March, 2pm-4pm@Isledon. The class is around managing your health, and will be interactive, including some relaxation and talking about health eating. People don't need to book and can just turn up.

12 AOB

- Emma Robinson is leaving PBHA at the end of the month
- Staff are getting new phones next week and will be getting new mobile numbers
- A new gardening project at Isledon to be on the Agenda next month

13 Date of next meeting: Monday 20th April at Clissold Canteen