



PBHA Forum
Minutes: 17 November 2015



Present: 16 tenants and participants, Clare Norton (CEO), Vanessa Morris (Head of Services), Mandy Mansfield (Participation Officer), Ann Carolan (Employment and Progression Co-ordinator), Domingos Coxi (PBHA Volunteer)

Chair: Phil Jones

Minutes: Mandy Mansfield

Agenda

1 Minutes and Matters arising

- **New staff structure**
- **Connect Hackney bid update**
- **Internet Drop-In @ Isledon**

2 Launch event for Kingsland Hub – 26th November

3 Use of Isledon and Clissold canteen spaces

4 Fire Alarm training, PEEPs and Health & Safety focus group

5 Christmas ideas

6 Tenants Survey and Café survey

7 Participation within the council

8 New group counselling pilot

9 Date and venue of next meeting

10 AOB

1 Minutes and Matters Arising

- **New staff structure.** Clare distributed the new staff structure, but acknowledged that the print is very small. Clare explained the responsibilities of the Head of Services, Head of Business and Quality Co-Ordinator. PBHA will be exploring how and if we can develop our housing over the coming months. Clare asked if the Forum would like to meet anyone on the chart. It was agreed to invite Mike Havard, Head of Business, to the next meeting. **ACTIONS:** A version of the structure with names attached and larger print to be produced. Mandy to invite Mike Havard to next Forum.
- **Connect Hackney.** PBHA was unsuccessful in the bid to Connect Hackney for older peoples' activities. Tenants who attended the presentations felt that the voting system was unfair. Also, only one organisation won 90% of available funding. This was feedback to Hackney and in future the system will be changed. It was pointed out that it was useful to see the presentations and hear about what all the different organisations are doing in the borough.
- **IT drop-in at Isledon.** These have been taking place on Wednesday and Thursday afternoons from 2pm-5pm. From next week the Wednesday sessions will start at 2.30pm. It was pointed out that staff have been using the laptops, so there are not enough available for the drop-in. Mandy has written to the Islington team reminding them to bring their own laptops to Isledon on these days. Also, as one laptop is not working, there are only three available, and the group is becoming more popular. One week 8 tenants came and last week 6 tenants came. PBHA need to provide three additional laptops. **ACTION:** Mandy will advise Pam and Pauline to order more laptops.
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2 Launch event of Kingsland Hub

An event to launch the opening of the hub is on **Thursday 26th November**. PBHA has invited funders, referrers, counsellors, an MP and the Speaker of Hackney. Invitations to tenants and participants are in the post. We are also holding an Adult Learning Open Day, with taster sessions and workshops, starting at 12pm. The main launch is at 2pm. Art and joinery will be displayed. PBHA can help with transport if required. There will be an award ceremony for tenants who have made significant achievements. This year, staff are nominating, but if we do this in the future tenants and participants will also be able to nominate.

3 Use of Isledon and Clissold canteen and community spaces

The Clissold kitchen needs to be refurbished to meet Health and Safety requirements, and PBHA is looking into the possibility of using the space to prepare soup and cakes for the café. Precious is concerned that tenants will lose the space (especially as the community room has been given over to PBHA staff as an office space). The only community space available now is the kitchen and dining area. Tenants use the space on Saturday evenings to cook a communal meal, Vernella's class was very popular, and it is used every Wednesday for gardening and lunch. Tenants have said they would prefer that it continues to be available as a community space rather than closed as a commercial space. Clare responded that it can be used for both, as long as cleanliness is tip-top and food is not contaminated with people coming from the garden. Anyone cooking in the kitchen to have food hygiene and health and safety training.

The Isledon kitchen also needs to be revamped urgently. It was pointed out that it should have been done long ago. It was requested that the Isledon canteen gets a TV, DVD and radio.

PBHA is looking to put in a funding application for development of the community spaces.

ACTION: This to be discussed at the next Forum.

There followed a general discussion that since PBHA stopped providing affordable hot meals every day, a sense of community has been lost. It was suggested we look into opening Clissold as a canteen again. **ACTION:** This will be explored once PBHA has recruited the Local Food Manager position.

4 Fire Alarm training, PEEPs and Health & Safety focus group

Following a recent fire in a property, PBHA did a fire risk assessment to help keep people safe. Staff have attended Health and Safety training, and PBHA has introduced weekly Health and Safety checks, including fire alarm tests. It was pointed out that the fire alarm tests are waking people up. Tenants need to speak to their support worker regarding the times of these tests.

PBHA is also fitting fire doors to communal areas and testing alarm systems. This is needed particularly in Brougham Road, as smoke alarms go off so often they get ignored. The fire doors will contain fire for up to 30 minutes. This will impact on our Health and Safety policy, as in some cases we would advise people to stay in the property if there is a fire in a communal area.

Vanessa asked the forum for volunteers to be part of a Health and Safety Focus Group. Precious volunteered, and nominated a Clissold participant. **ACTION:** A date to be set and the focus group meeting to be held at Clissold.

Vanessa also presented a Tenant Fire Safety Guide (attached), which highlights tenants responsibilities, such as ensuring fire exits are not blocked, there is no excess paper in communal areas etc. Feedback was that this poster is clear and to the point.

Support Workers are giving all tenants a Health and Safety induction, which may include a Personal Emergency Evacuation Plan (PEEP). PEEPs are for people who may have difficulty evacuating the building, such as mobility issues, or may be hard of hearing.

5 Christmas ideas

Mandy asked the forum for ideas for a party here at Kingsland Hub. A Christmas tree, lights and decorations were suggested. A hot buffet was preferred, music, dancing and karaoke was suggested. The date has been set for **Monday 14th December from 1pm.**

6 Tenants Survey and Café survey

Support Workers will be distributing the annual Tenants Satisfaction survey this month. Those who complete will be entered into a prize draw for a £30 voucher. The survey asks your feedback on all areas of PBHA services and is anonymous. Support Workers can help those with literacy issues to complete it. It was pointed out that this would not be anonymous. A member of the Tenants Committee offered to help people complete the surveys. **ACTION:** Mandy to advise Support Workers to give tenants the option of having someone different to help complete the surveys.

A shorter survey asking your views on what should be served at the new café was distributed.

7 Participation within the council (Domingos)

Domingos introduced himself as a PBHA volunteer. He also volunteers at Islington Council on the Repairs Panel. There are lots of different volunteer roles in the council, and Domingos recommends it as a very empowering thing to do, as you get to meet Council management and get in-depth knowledge of how things run. **ACTION:** Mandy to contact Engagement Officers in both Islington and Hackney and will bring more detailed information to the next meeting.

8 New group counselling pilot

Ann and former Support Worker Brian Sharpe are piloting a new therapeutic group that will include listening, mindfulness and learning how to relax. The group will also learn tools for moving on and change, teaching people to help themselves. Both Ann and Brian are trained counsellors. The group will run for 2.5 hours a week for 12 weeks. The first group will be by invitation and will start in January. If successful it will be rolled out to referral by Support Worker.

9 Date and venue of next meeting.

The Forum decided not to have a Forum in December due to Christmas. The next meeting will be at Isledon canteen on **Tuesday 12th January at 1pm**. Sandwich lunch at 12.30pm.

10 AOB

- A tenant asked if a shelter can be put outside as a smoking area.
- A tenant asked whether we will be having a Peter Bedford sign outside the building.
How will people know it is a café?

ACTIONS: Mandy to find out and report to next meeting.