

June  
2020

# A Slice of PIE

PIE is all about relationships....A Psychologically Informed Environment is a place or service that has been purposefully designed to support the mental, emotional, relational, learning and social needs of both service users and staff.



## Appreciation – A two-way street

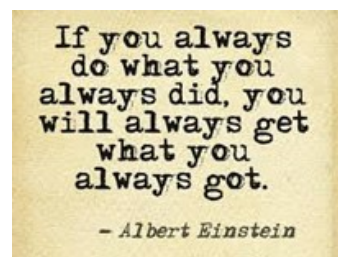


It might be hard to think about appreciation at the same time as thinking about homelessness. If we focus on a homeless person's needs and ignore the needs of staff, the world can be divided into the have's and have not's. The home-less become the needy vulnerable ones and the staff the strong care givers. We know that the world is not as neat as this, the world and the people in it can be confusing.

**Appreciation** – *the act of recognising or understanding that something is valuable, important or as described (Cambridge online dictionary).*

Expressing appreciation matters. Talking about what you appreciate in others keeps relationships going. To give and receive appreciation makes everyone feel good. Being specific about what you are appreciating maybe even better, you are more likely to enjoy what

you have liked again. However, beware of appreciating just the same thing, you might not get anything else.



When I facilitate staff support reflective practice groups I often start with '**what's gone well for you since we last met, what has made you smile, or feel proud, what was your contribution to that situation**'. This is based on a model of 'appreciative inquiry' and there's lots of reasons I do this. Being clear about your strengths and skills to yourself and with others can feel good, help you to stay motivated, help others know what you value and learn from you. It can be a welcome change to focusing on problems to be solved.

The practice of appreciating oneself can also help when you are trying to help others appreciate *their* strengths and skills and when you are giving feedback on what other people mean to you. Role modelling this way of thinking and talking can then help others learn this skill too. We start to see and experience people as both vulnerable and strong whether they are home-less or staff. Only us.

**Dr Ché Rosebert, Clinical Psychologist**

## Carol Thomas at the Dellow talks about her work and its relationship with P.I.E.

**What do you enjoy most about your work?**

I enjoy the variety of my job role, interacting with clients, staff, a wide variety of external agencies. When I come to work, I am never sure of what I am going to face which makes it interesting.

**What would you like to do more of in your role?**

I would like to be able to affect change for service users and staff in working in a challenging environment.

**What challenges you the most in your work?**

Relying on other departments to affect changes for residents and staff.

**How does PRHA's work developing psychologically informed environments relate to your role?**

By allowing staff to discuss challenges, frustrations and brainstorming solutions in a safe space.



## PRHA COVID-19 Emergency Appeal

PRHA have set up a fundraising campaign to provide much needed essentials for rough sleepers to be able to protect themselves, others and the NHS through this COVID-19 pandemic.

To self-isolate safely, welfare packs containing food, toiletries and radios will be given out to provide company and help reduce the feeling of isolation.

**For more details on how to donate please go to the PRHA website: [www.prha.net](http://www.prha.net).**

**Please also share our campaign with your family and friends.**

Every little bit helps :)



## COVID-19 and Homelessness resources

- Homeless Link hosts weekly COVID-19 response webinars every Wednesday 3.00-4.00pm  
<https://www.homeless.org.uk/covid19-homelessness>
- Groundswell have information leaflets for homeless people and other resources related to COVID-19.  
<https://groundswell.org.uk/coronavirus/>

- **Breakfast Bites - Morning Webinar Series**

FEANTSA has started a weekly webinar series that aims to connect professionals from across the homeless sector in Europe together to further our joint mission of preventing and ending homelessness.

They are running short webinars every **Wednesday morning at 9.30 GMT, 10.30 CET & 11.30 EET** on topics such as trauma informed approaches, domestic violence, problem solving skills adapted to the current context.

<https://www.feantsa.org/en/event/2020/03/18/breakfast-bites-webinar-series?bcParent=22>



This year, Volunteers' Week fell at a time when the lives of individuals and communities have been affected by a global pandemic, when our neighbours, community members and local volunteers have become more important than ever to supporting those in need. As well as the incredible community response to the current crisis we shouldn't forget our dedicated and committed volunteers who give their time and energy in supporting staff and residents.

Although our volunteers cannot undertake their normal volunteering tasks at this time, we will no doubt be looking forward to when they can resume their activities. A huge thank you to all our volunteers.

**Jaydee Anciro**  
*Specialist Services Team Manager*



### **Volunteer Profile—David, *Grounded Ecotherapy* Volunteer**

"I have been volunteering with *Grounded Ecotherapy* since 2009 and was referred by my support worker. My main responsibility is to be in charge of the watering of the rooftop garden on top of the Queen Elizabeth Hall at Southbank that Grounded had built and has maintained since 2011. There is no irrigation system so it is important during the hot summer months that the garden is watered especially as it is on a concrete roof.

I have an interest in gardening and since joining Grounded I have learnt about all the different plants and flowers. I get to meet new people and I enjoy being part of a team. Growing a seed is like your body, both grow and change and become something new."

## Useful Links



*Pielink* is a practice exchange network for homelessness/resettlement and others wishing to develop Psychologically Informed Environments –PIEs.

*PieLink* aims to develop a community of knowledge and a community of practice; to provide information, inspiration, and a forum for discussion and exchange.

Search <http://pielink.net/> to view and join.

More information can also be found on the G Drive under PRHA Referencing FolderG:\PRHA Reference.

The PIE strategy team can also be contacted for more information and advice:

[crosebert@prha.net](mailto:crosebert@prha.net)  
[sMcPhillips@prha.net](mailto:sMcPhillips@prha.net)  
[sharold@prha.net](mailto:sharold@prha.net)  
[bomisore@prha.net](mailto:bomisore@prha.net)  
[janciro@prha.net](mailto:janciro@prha.net)  
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We are always looking for feedback, comments, suggestions, articles and photos for the Bulletin.

Please email Jaydee Anciro, Specialist Services Team Manager with your contributions at: [janciro@prha.net](mailto:janciro@prha.net)

## Providence Row Housing Association

**Join the PIE (Psychological Informed Environment) Working Group**

## EXPERT BY EXPERIENCE ROLE

We are seeking Service Users (current or ex) to offer feedback, consultation, advice as well as representing the views of PRHA Service users' perspective on various aspects of PIE within PRHA services.

## JOIN OUR TEAM

The meetings take place the first Tuesdays of the month at PRHA Head Office on Bethnal Green Rd from 9.30am-11.00am.

- \*We ask for a minimum of 6 months commitment to the role.
- \*Appropriate training to perform your role effectively.
- \*Reimbursement of travel expenses.

To register your interest and to find out more, contact Jaydee, Specialist Services Team on 020 7920 7328 or email at: [janciro@prha.net](mailto:janciro@prha.net)