

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.



New Year, New Me!



New Year new me... or is it.
If somethings not working lets fix it.
Let's join the crowd and shout it loud
New Year new me let's do it.
The first week was s bit of a mess,

The second week I didn't try my best
Third week I'll let you guess...
New Year new me or is it
I blinked and it was already midweek,
Its hump day so time for a treat
I'll try again Monday, let's indulge on
hump day
New year new me or is it.

Time to start again,
Won't wait for a new week to begin.
I'll be proud in the morning
Even if I am yawning
If I just wake up and begin.

This is a playful piece I wrote about the beginning of the year and the dreaded New Year's resolutions.

Though we all enter in with great intentions sometimes we all fall off track, the point was that even if doesn't go as smoothly as hoped we can always start again.

It doesn't have to be a Monday, a new month or new year to start again.

By Rachel Clayton
Housing Officer

Cost Of Living Crisis
How does it affect you
living within PRHA Services



It will be hard not to be aware of the price increases when you go to the supermarket to buy food and other essentials. The cost of energy has also increased significantly.

Those of you in Services where food is being provided may have noticed changes to the service provision. While we endeavour to provide a professional service to you, there will be some things that may not be possible due to financial constraints.

As the whole country is going through a challenging time we ask that you bear with us. We hope that the situation will improve in time as we try and reduce our costs.

Tower Hamlets offers a range of support services for residents that are struggling

with the “cost of living”. An example is the Food Store for a weekly membership of £3.50 a week, Tower Hamlets residents can pick up large quantity of food.

More information can be found if you email:

TheFoodStore@towerhamlets.gov.uk
members also have access to welfare benefits advice and employment support.

If you are struggling and need advice and support please speak to your keyworker.

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Trauma Informed and PIE Approaches to service charge arrears

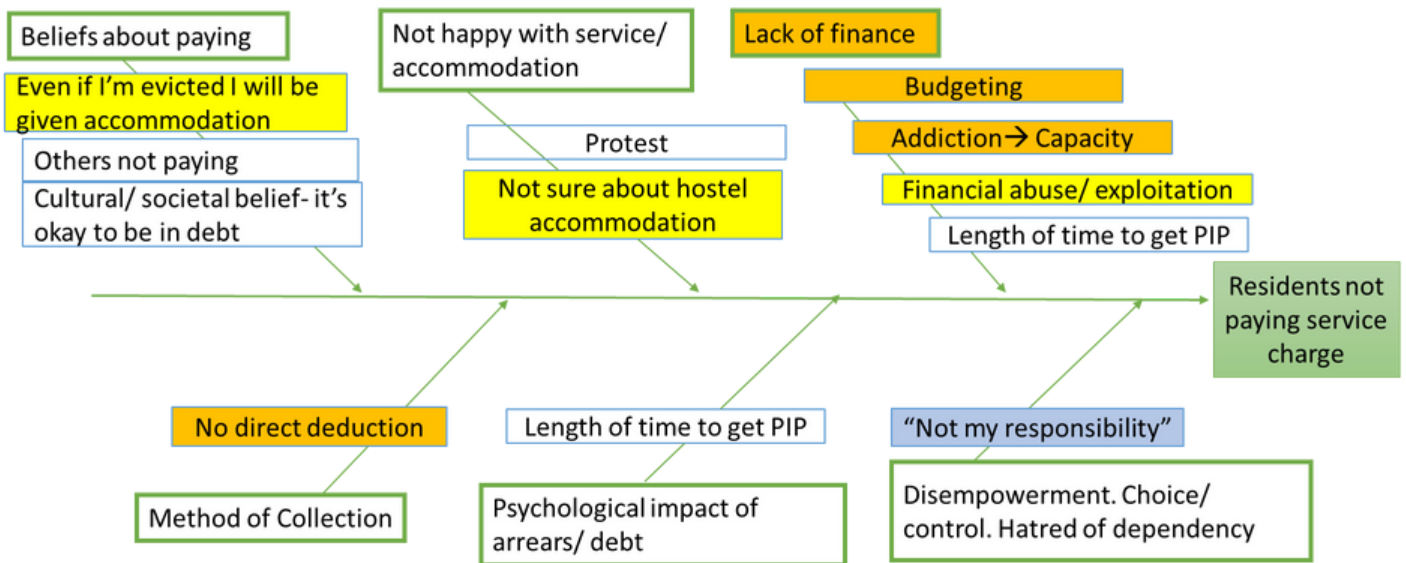
Together with the Housing Team we have been looking at how to address and manage service charge in hostels in a PIE way.

The aims are:

- To increase the percentage of service charge charge being paid (housing).
- Increase the number of residents paying service charge (hostel)

A service charge audit was conducted with staff and residents and the themes that came out are illustrated in this fish bone diagram:

What are the reasons why residents might not pay their service charge?



Trauma Informed and PIE Approaches to service charge arrears

We are brainstorming all of the interventions that might be put in place before someone gets into arrears or once they are in arrears. This can be thought about in terms of what residents, staff and the housing service could do.

Some of these interventions include:

- **Communication** - The need to remind residents of what housing benefit vs service charges pay for and providing accurate information. Help residents to understand that paying service charge and rent is also about financial inclusion - it's a step in the direction of having more freedom and independence and agency. Link payments to rewards/incentives, link the payments to moving on.

- **Run workshops and do individual budgeting work.**
- **Help to sort out debts – external partnerships.**
- **Support Staff** - Give training (where needed) on welfare benefits knowledge, debt management and explain why this is about financial inclusion for residents.

By undertaking a trauma informed and PIE approach to service charge arrears, there is a focus on engagement techniques and relationship building with residents to help them understand the root causes.

Watch this space for more updates!

Jaydee Anciro
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**We are always looking articles and photos
for the Bulletin.**

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