



## Meeting with Ben Mak, Mbalu (ICS)

Host	Ben Mak
Workspace	Ben Mak London
Length	41m
Start Time	12:13 PM on Apr 7, 2025
Exported	12:56 PM on Apr 7, 2025
Highlights	0
Recording Link	<a href="https://grain.com/share/recording/5cfc7646-de55-490a-a377-97c1e196b199/wfCyd59YvPL2RBbtDOiwyU5ES1CwAQ68vzMhYmUS">https://grain.com/share/recording/5cfc7646-de55-490a-a377-97c1e196b199/wfCyd59YvPL2RBbtDOiwyU5ES1CwAQ68vzMhYmUS</a>

## Participants (2)

Mbalu (ICS)

Ben Mak

## Transcription

Ben Mak [0:23](#)

Hello.

You need to put your mic on, Blue. I've got my transcript on, so I can send you a copy of this. It just. It just gives us a. All the text from the zoom, so it's. It's. It's me. I. I am

it.

Please put your mic on.

And Blue. This is just the same as what we'd normally do when you're on your phone, so it shouldn't be that different.

Mbalu (ICS) [3:51](#)

How are you?

Ben Mak [3:52](#)

Hey, Blue. I'm okay. I'm just trying to get me camera better clean because this one's blurry. That's fine.

You. I can't. I still can't see you.

Mbalu (ICS) [4:14](#)

You can't see me?

Ben Mak [4:16](#)

No. Videos are.

Mbalu (ICS) [4:19](#)

That's my video.

Can you see me now?

Ben Mak [4:26](#)

No.

Oh, that was working.

There'll be a button and it'll say audio and video, so just click video. And it'll turn your camera on. Okay, so bottom left of your screen.

So are you. Are you in the zoom chat? Can you see me?

Mbalu (ICS) [6:40](#)

Yeah, I can see you. Okay, fine. Oh, there you go.

Ben Mak [6:42](#)

Well done. Well done.

Mbalu (ICS) [6:43](#)

Yeah.

Ben Mak [6:47](#)

What's a nice sky rooftop? Is that in Integrity? Is that an int. How can you face them that way?

Mbalu (ICS) [7:00](#)

Okay, okay. No, this. This song. That's why. Okay, it's fine now, the song, but it's okay.

Ben Mak [7:10](#)

I think you froze.

Mbalu (ICS) [7:12](#)

Yeah.

Ben Mak [7:21](#)

Is he okay now?

Mbalu (ICS) [7:25](#)

Okay, perfect.

Ben Mak [7:28](#)

So. So have you been.

It's hard to explain. It's. It's just. It's really difficult and it's really sad. So I'm actually really grateful for this meeting, to be honest with you, because I wanted to be accurately, like observed in that when I did speak to Integrity last week, I managed to get your email, which is fine, and I did explain what. But what the facts were. But I'd like to ask you just so we can get clear on what happened last week, what you were informed of, what I raised, so I can make sure that it's what I actually said, because I'm going to be totally honest with you on what I said. Okay, so what was it that was relayed back to you about what I raised last week?

Mbalu (ICS) [8:42](#)

You asked for my email. Isn't it last week, Then I give you my email. Then you said, this is not your email. I said, this is my email I've been using throughout my life. I don't have another email. And then you said, did you go any email from Integrity? Then I said, yeah, this. This is my image. The one I sent you is my email. Yeah. So later you asked for number. Yeah. You asked the number from the office. I give you trade number Zinni.

Ben Mak 9:22

Yeah, Yeah.

Mbalu (ICS) 9:25

I got an email from Jasper later on and he asked me if everything is okay. I said, yes, you asked for my email. Then I give you my email. Later on I realized that. Oh, you are asking me for integrity email.

Yes, I told Jasper, I said, later on I realized that Ben was asking me for integrity email. Yes. But I wasn't sure if I should send you that email. That's why I send you my own email. But at the end I sent you the Integrity email. I don't know if you see it. Okay, I send it to you. Two sms. Yeah.

Ben Mak 10:09

Okay, so what? So I spoke to Jade. Thank you for that. And I'm not trying to catch you out. I'm. I'm basically asking because I want you to know exactly what I said. I know what you said and thanks for clarifying that. But I just. Because I just want you to know what I said. So I'm just. Did Jade fill you in that me and her had spoke last Thursday, Friday?

Mbalu (ICS) 10:38

His last is. No.

Ben Mak 10:41

So Jade called me last week just to ask what had gone on and what was the situation. And then that day we're gonna observe one of these interactions. Did they tell you what me and her spoke about?

Mbalu (ICS) 10:57

No.

Ben Mak 10:58

Okay, so I will tell you because you have a right to know. So I'd explained that I'd asked you for your work email and that you gave me the other one. And I said you shouldn't do that because that can get you into trouble because it's not a work one. I wasn't trying to get you into trouble and I didn't want to get you in trouble. I was actually raising it with integrity to see why they hadn't gave you one to stop you getting in trouble and also to stop Integrity getting in trouble because it's not proper process and it's not what you do in a setting a situation like this. Explained that. And then I said you did become quite upset and forthright and it was not what I was trying to do as you were interpreting it. And Jade was really nice and understanding and thanked me for letting them know. They also asked if I felt it would be best if you didn't. Be my worker. And I said, no, I want you to remain me worker. Because I didn't think it would be fair that if. And they weren't saying it, as in. As a. As a. As a punishment, orders or anything other than, did I want you to be moved from caring for me to someone else? Did I want someone else? It wasn't in a targeted or will. Will mover. It was like, did I feel more comfortable with a different person? So it wasn't. It wasn't in any way spotlighting you. It was, what was I more comfortable with? And I said, no, I want them to remain with me because if they do, we've got the most understanding of what happened, and then we've got a better chance of it not happening again because we can explore it, because we lived the experience and know exactly what happened and why it happened. I also raised with Jade that it's important to know I don't speak French and I don't speak Arabic, and. And I don't speak probably as many languages as you, so we can't have weight, per se, in a holistic view, because I did raise that. You. You didn't know a hostel was. Now, I defended you in that essence, because ask me to say it in French, I won't be able to. So the fact that you can have a dialogue with me I already value very greatly. I just think that the situation is more complex than is warranted for you at this time, but not because of you, but because of. It's a naturally complex case, and it would be unfair to judge you on the complexities when it does require very specific training. Okay. So I did say this in. In. In honesty, that that's why I wanted you to stay with me, because I can see the values. And I can also see where it would be unfair if you become under spotlight in a very complex matter that you should have better support with, I. E. The handover from Marilyn and Joanne. As it's rightly known, they are social workers, they are on a higher band, and their native language is English, and they are more familiar with the nuances of British culture and afforded you more support to better support me, given you are the only person

out of the entire care system who has remained and persisted with me. Okay. So that in itself needs to be acknowledged. You are still here, which legally is sound on what should be happening, but it's not legal and sound that you don't have the right tools to do what. Want to do or think you can do? Yeah. So we chatted to Jade and she was like, she would like to observe I do a spotlight observation. And I said, I would like that not to happen because a spotlight observation is too scrutinous. And by that I mean it's too surgical and clinical and as though being looked to find fault. Yeah, I said, I don't. I wouldn't prefer that. I would rather have a complex case review where the general overview between us is observed, where it's not all limelight on you. Let's see what you're doing. Because that's not a true depiction of the full thing. It's like, there's housing law, there's the CARE act, there's human rights, there's all sorts of things going on. And to just look at you and tick things that you're not doing is not. Is not right. Or to me, a fair or accurate holistic assessment. I think it's better to not make it about you, make it about the situation. I think that's fairer and it doesn't make you feel you've got to get the answers right, because it's not about getting it right, it's about progress and not perfection. And I can assume that it's already a highly pressureful engagement because of how complex it is. And you've been expected, because I don't think people actually realize how little handover from the social workers Westminster have gave you. And that's not to appoint blame at them. It's not blame, it's facts. You need more information on this situation and there needs it to be a more concerted effort on what we can do for the situation than leave it up to you with no documentation to figure it out and be the person at the blunt of all the cascading problems. I will not let that happen. And that's what I made sure didn't happen last week. And Jane said it's standard procedure. All the support workers are very familiar with it. And that I don't. I have no qualms with, but I have qualms with not developing processes that could be more effective. So for me, this is not about scrutinizing you, this is just about looking at our engagement and the situation. I don't want you to be scrutinized. If there's areas that you need development in, it's not your fault. How are you meant to know what you don't know? Do you know what you don't know? Yeah. So that, to me, is a broader picture of that is needs there. And it's not isolated, it's systemic. Yeah. So that's what was spoke about on Friday or Thursday. And I did get your email and I appreciate you saying what you said to Jasper and you didn't know whether to give it to me. And that's something that we need to look at because there's a lot that you can do, but you don't feel empowered to do it. And this is what needs to change. Because if you feel empowered that you can make these decisions for your clients, who you are looking after, you are going to do such a better job because you're not going to feel everything you do is out of your control. It's like there needs to be a structure around you where you can go, I can own that and I can use my position to make a difference. Because when we first met, that's what you were like wanting to do. And I think with how complex it's gotten, you've just sunk into this abyss of I don't know what next. And it just seems like I'm doing everything wrong. And that's not fair because it's not that you're doing it wrong. How can you swim if you're not being given armbands and a map and you've actually got a coat on and six bags of shopping, not an ideal swimming situation. Okay, so that's. That is where I came from last week and that is what I said. Cross reference with them if I've changed anything, but I very much doubt that I have. So how do you feel with that, with that outline?

Mbalu (ICS) [19:39](#)

Thank you very much, Ben, for letting me know what Yunjin discourse last week. I know within my power all the time I've been doing my best to support you. And if I mainly maintain your support, if ever anything happened, I want to support you like beyond, beyond your support plan, then I don't have any idea. I don't think it's something wrong for me to ask my manager. When you asked me last week, I told you that I'm gonna ask my manager because when I'm out there, if something rise up or something came up, then I don't have idea. I think there is. I have my authorities or my manager or another people that have idea more than me. I need to go back to them and then ask them. Because every day we learn new things. Yes, I told you that I'm gonna ask my manager what you told me last week. Then I did. Then I came back to you, I said, it's fine, Ben, it's fine. I can do it. It's because. Because I've asked my manager. But first I wasn't aware. Yes. Of it. But now that I'm aware, like I said, we learn every day. I know that here as I am, I have the right to do what Ben is asking me to do in the first place. When you talk about Host 2, I asked you, I said, can you please tell me what do you mean by hostel? Because you are just talking. I want to know. Yes, I want to know because I can't say something that I'm not aware of or I do not show. Then I asked you, ben, can you please tell me what this mean? You said, oh, this is a. A place where homeless people normally go to. Is any. I said, okay. I said, that's fine. Yes. I said, I understand. What do you mean by Houston? Isn't it fine?

Like I said, I've done everything in my power to support you, isn't it? So if. If I was in the vibe to support you that anything came up that I don't have idea. I think it's not. It's not anything bad for me to ask my manager, isn't it?

Ben Mak [22:31](#)

So I'd say, I hear what you're saying and I want to just reiterate. This is not about pinpointing fault with you. It's about looking at a broader picture of in and moving forward. Where you felt hesitant, it would have been more beneficial that you had certainty. So we're looking at the unknown rather than the. The what you didn't do. Because that can't be changed. It's done. But what we can do is look at. Okay, you didn't know if. If you showed and you wanted to double check, was that within your power that you could do that? So how I see it is that power. Uncertainty should have already been in place, which I'm saying is a wider situation, not a sole you. Because like you said, we do learn and acquire and get. So I'm not this. The call with Jade was not about putting you under the spotlight. It was putting a. There is an area here that would have been better effective had it not been void and empty. So what you're saying is you just needed to get confirmation from your manager to know that you were and could use that power and had the right to action at what I said. So because you are in your position, there's superiors and supervisors and managers above you. The actual. Learning process is what do we do to make sure our providers are already in a place of certainty should that happen in the future? Because I missed the deadline because of that. Because outside of our engagement I spoke to like four people in Integrity, so. And everyone didn't know what to say or do and it got passed to four different people and I had to wait three hours and I still didn't get an answer. So this is what I'm saying. This is not a laser on you.

Mbalu (ICS) [24:36](#)

Yeah, but you said, you said they give you four days and I sent you the email. I think it's on Wednesday. Yes, I sent you my, I think just after our session.

Ben Mak [24:53](#)

Yeah, a Gmail one.

Mbalu (ICS) [24:54](#)

Wednesday. Yeah, you said you're going to send me some information to the email so that I can email the, the, the, the people is in it.

Ben Mak [25:02](#)

Yeah, but you sent me a Gmail.

Mbalu (ICS) [25:04](#)

You sent me, you sent me a Gmail one.

Ben Mak [25:06](#)

I can't use a Gmail one.

Mbalu (ICS) [25:08](#)

Yeah, but I send you the one that you are requesting for the Integrity email.

Ben Mak [25:13](#)

Oh, I didn't get that. I got it off Jade but it didn't. Get it off yourself.

Mbalu (ICS) [25:19](#)

Yeah, I sent you.

Ben Mak [25:24](#)

No, sorry, I didn't get that.

Mbalu (ICS) [25:26](#)

Check your sms. Oh, okay.

Ben Mak [25:30](#)

Yeah, yeah, yeah, you did, you did on Wednesday the 2nd.

Yeah, let's see, one second. Oh no, you sent me originally and I couldn't find it, remember? And then I've got one off high Ben, so that's off Jade. Okay, I have, I've got the one that he sent on the second. So this is the thing on Wednesday.

Mbalu (ICS) [26:00](#)

On Wednesday.

Ben Mak [26:01](#)

What was the date on Wednesday? Let's have a look.

So Wednesday was the second. That's my dad's birthday. So obviously you know my dad passed away. It was his birthday on the 2nd.

Mbalu (ICS) [26:19](#)

Yeah, on the 2nd.

Ben Mak [26:23](#)

Yeah, I've got an email off of you, I've got a text off you on. Oh no, it just says good afternoon. Yeah, it's two SMS on the 2nd of April.

Mbalu (ICS) [26:36](#)

Yeah.

Ben Mak [26:38](#)

Yes, I can see you. Yeah, yeah, yeah, okay. Yeah, so but that was, that was like later on in the afternoon and at that point I was already four people in to Integrity all trying to figure out what to do next. So it's like I couldn't even think because it's just been kicked out the hostel as you know. And it was just like one thing after. Another that caused and was and should have just been a simple exchange, but it didn't work out like that. But in the long run, it's impacted me the most because the death agencies, I don't know what they're doing now because they've, they've threatened enforcement, but ignoring that, I need extra support and, or leniency and understanding and no one's listening. So I don't know what happened with that because they said they're going to go and get me stuff. I still don't know where my stuff is from my home. It's. It's. Marilyn called up the land.

The agent said, we haven't got your stuff. It's nothing to do with us. Speak to the landlord, the landlord said, speak to Nathan. And the number that was left from the bailiffs, it's. It's a wrong number. There's no point in me exerting energy speaking to Knight Frank because they won't talk to me. We've clearly established that, which is why the rent never got paid, because they wouldn't let me come in to pay it. So what am I meant to do? And it's hard because people with autism have a thing called rejection sensitivity. It's like if someone doesn't hear them, they can feel rejected and, and go completely inwards and shut down. That happens to me. It's like my body freezes. I physically can't move. And so that's why I can't do certain things. But because I can articulate it, people don't think that I've got needs because I can say exactly what my issue is. But that's good. It means I can get, I should be able to get the support because I can say it. People don't think that I've got. I need to. And that's what's been the biggest issue I've actually looked at because I'm very, very, very expertly at seeing patterns that people can't see. I have got a graph. As my needs have went up, the supporters went down. In the initial stages of me reaching out for support, I've got about 270 people of authorities going through my inbox. That's doctors, GPs, psychologists, support workers, social workers, advocates and the police, doctors, all the people around the child, all the people around me, family, that many. I've looked at the graph. As my situation has become worse, authorities have got less. The more I've needed, the less responses I've been getting. That's like visual proof. It's like for the last six months I've had less than 10 messenger emails monthly. Less than 10 when I'm homeless this disenfranchised from my family who want to see. See me businesses, studios being taken off me, my friends support, interns, job, livelihood, house, everything gone and there's no. No support. But my needs have not changed, they've increased. What does one say to that? When I'm at me strongest, I've got the most authorities around me. When I'm at my strongest, when I'm at my weakest, I've got less than 10.

So these patterns, I've been saying constantly and no one's been listening, so it is going to be difficult to know what to do because it's a very complex situation. So the way we can move forward is if, when I'm saying something has to be done, I. E, we need to just email them and say, you're helping me do this, it's going to help a lot because at least they can see person that's not me saying, I am witnessing this lad is trying. Because at the moment I am responding to everyone and no one's getting or responding to me and then giving me penalties, but not responding when I did. And that's why just having you say I'm witnessing this is not to draw anyone in, it's just to say, he is doing it, what you've asked him. Because no one is saying, Ben did that. And that's why it's getting worse, because it's just I'm. I'm invisible, but I'm clearly not. So that's where we stand with the situation. I probably need to find out or get the deaf people's email and give you a little summary of what's going on and you reply to me and them and say, yeah, I've been helping Ben, he is trying to do these things. We just need a bit more time. Is there anything else we need to know? And that's it. And I don't need you to do anything. I know what I need to do, but I'm just invisible at the moment. And you've got a status of established authority because you've been employed by Westminster, I'm not asking you to do anything other than bear witness to. I am doing that. It's sort of like accountability for me. You're saying, yeah, he's done that. I've seen him do this, he is doing that. That's it. Because I know what your remit is and I know what you can and can't do. I know because I'm a level three safeguard and vulnerable adult. It's like for managers and it's like, I've got certification. I think I know what I'm doing. And I would never put you in any way, shape or form in the fighting line. That's why I spent more time last week. Making sure I spoke to Integrity so you had a safeguard around you than dealing with these debt collectors who were already in the wrong. Two wrongs don't make it right. If at least I know I can have an impact on you and I, I'll deal with whatever Dragon comes there on in because it needs to know one thing went right. If I know they're not cooperating. Yeah. So that's where we stand with the situation at the moment. So that's what I need to do. I need to message the hostel. That's the last week because they kicked me out. They didn't care about my disability or my doctor's note. That's my problem. They said and barred me because I was waking up late. Even though I said to them, I've got like a death I'm dealing with and it's my late father's birthday and I've got autism and pts. They said they don't care, the hostel people, but they're part of a chain which means I'm not just barred from one, I'm barred from like five. That really impacts my ability to find safety and shelter.

Mbalu (ICS) [34:22](#)

Okay, Ben, that's fine. I've understood you. So how do you like me to support in this area?

Ben Mak [34:29](#)

Sorry?

Mbalu (ICS) [34:30](#)

How do you want me to support you in this area?

Ben Mak [34:34](#)

So from what I've said, where do you feel you're going to be most effective and what would help?

Mbalu (ICS) [34:42](#)

Pardon?

Ben Mak [34:44](#)

From what I've told you, where do you feel is most importantly to do and how do you think you can involve yourself based on what you know? You know, that you know now from being told, from integrity what you can do?

Mbalu (ICS) [35:00](#)

Okay. I think the, the hostel is more important. Yeah. And I will involve myself by send them an email so that. Yeah. And then we, we will patiently wait for their response and from there we can take it from there. Okay.

Ben Mak [35:23](#)

That's a brilliant response. Blue. And that's literally bite sized pieces is, is healthy for both of us. Yeah. Yeah. And it gives you a good grasp of testing your authority because you do have authority. You're looking after someone who's vulnerable. So you need to be reminded of that you're not a robot and you're not just a piece in a mechanical machine. You're actually a human that has got authority and can use it for good things without fear. And that's what you said. That plan of action is perfect.

Mbalu (ICS) [35:58](#)

Okay. So are you okay now? I'm sorry about last week. Are you fine now with it?

Ben Mak [36:05](#)

Well, yeah, to be fair, it's been a collective remedy because Jade was very patient and heard me out and even they was happy with them is there was no direct at you, which I really appreciated because that's what I didn't want. And they also were in that sort of mindset, which was good. So I'd say as it stood, you're in good hands with integrity. From that one interaction I had, if I was to know more, I'd do my own investigation. But from that it was nice that there was no oh my God, what she done, she shouldn't. It was like there was a very good understanding which I. That's what I had expect. Yeah. But they also did listen to me and they did say, do you want us to change things? So I thought it was really good. So I think collectively it's been a very well rounded resolve on what was a very tough situation. And your action plan moving forward, I'd say is, is brilliant.

Mbalu (ICS) [37:12](#)

Thank you.

Ben Mak [37:14](#)

So, yeah, so I'm. I'm happy with that. I think you just need to wait for that email off me and then you can have a little read of the chunk I give you and then I can give you a little outline what I think is going to be best. You can then add on your professional judgment and then can get it like sent off. But I'll always be making sure nothing is coming from you in directives. I just need you as the stamped witness and confirmation of. Yeah, I've read over this and this what I think and here's the thing, and that's what Ben's saying. So there's no liability on your part because I'd always address it with you first on where there is one.

What I would want because if you are being my care provider is I would want to really see from you confidence and exercising your authority. That would make me happy because then it's like if you're doing it for me, you're doing it for your next client. And if you can learn and know your surety of where you use your authority and that you can and have that remit, that makes me really happy.



Mbalu (ICS) [38:31](#)

Okay, so.

Ben Mak [38:33](#)

And I think you'll do it because I just think you will do it. Yeah, yeah. So what we'll do is now I'm gonna like make my own little notes and get ready for descending you the thing and just making sure it's in a clear, concise manner so it's not confused because the simpler and cleaner I can get it, the better. And if you understand it that I've done it properly. If you don't understand it, I've not done it properly. Yeah. So that's going to be me. Aim. So that's what I'll focus on today.

Mbalu (ICS) [39:10](#)

No problem.

Ben Mak [39:12](#)

Okay. So I want happy end of Eid, happy end of Ramadan.

Mbalu (ICS) [39:19](#)

Thank you.

Ben Mak [39:20](#)

Inshallah. So is that. So if that's all good with you, then I'll get two on this email and then send it to you.

Mbalu (ICS) [39:31](#)

Okay. One more thing. No. And when I'm done with the food before, I'm gonna let you know. Okay?

Ben Mak [39:37](#)

Okay.

Mbalu (ICS) [39:39](#)

Okay.

Ben Mak [39:40](#)

Okay.

Mbalu (ICS) [39:41](#)

I'll make sure I do it today, then I will let you know when I'm done.

Ben Mak [39:45](#)

Okay. And anything else you need to know, just let me know and I'll give you a little message later until Jada said hi.

Mbalu (ICS) [39:51](#)

Okay.

Ben Mak [39:52](#)

Okay then, Blue. Thank you. See you later. Bye.

Mbalu (ICS) [39:55](#)

So are you fine today? Are you okay?

Ben Mak [40:00](#)

I'm getting by as much as I can and this is progress. So I want to focus on this right now because this is what it's all about. If we can control this and we can have change on this, we're doing something because everything else is just being a circle of going in the same place. This is moving in an upward direction. So this needs that focus.

Mbalu (ICS) [40:23](#)

Okay.

Ben Mak [40:24](#)

Yeah.

Mbalu (ICS) [40:24](#)

So. So when. When are you gonna willing for me to support you to the passage? It's been a while, not a good day.

Ben Mak [40:32](#)

So we'll. That's. That's a different. That's a different story altogether because I'll. We'll talk about that next time. Because right now progress is being made and I want you to not get boggled down with what I want or need right now needs be met in what I wanted with us. And integrity. That is a massive milestone.

Mbalu (ICS) [40:58](#)

Sure.

Ben Mak [40:59](#)

Because I live for professionalism. So this is, this is my health. This is part of my care plan because that's what's important to me. A patient centered approach goes on the care. The care the service users needs. My needs are professional identity.

Mbalu (ICS) [41:17](#)

Sure.

Ben Mak [41:18](#)

So this I am happy with. It gives me more energy than you realize. I know it's odd, but I've got autisticness and this is just how I am. If it makes me happy and it's doing me well, then it's working. Because it will. Because it gives me strength.

Mbalu (ICS) [41:35](#)

Yeah.

Ben Mak [41:36](#)

Okay.

Mbalu (ICS) [41:37](#)

Okay.

Ben Mak [41:38](#)

Okay. So I'll drop in an email and. Yes. And then we will sort out a time for when I'm next seeing you. No problem.

Mbalu (ICS) [41:45](#)

I'll be waiting for the email here.

Ben Mak 41:47

Okay. Thanks Blue. Have a nice day.

Mbalu (ICS) 41:49

Thank you too. Have a nice day.