**Kent Engagement Group Meeting**

**DRAFT MINUTES – 18th October 2016, Golding Homes, Whatman House, Aylesford, Kent**

**Attending**: Wendy Mason, Riverside & KEG Chair; Rebecca Smith, Kent Housing Group; Philippa Dale, Ashford BC; Lisa Harris, Southern Housing Group; Corinne Beech, WKHA; Michelle Thomas, East Kent Housing; Helen Critcher, Golding Homes; Jodie Miller, Medway Council; Tracey Marshall, Gravesham BC; Caroline Huey, Orbit; Jan Henry, Moat; Ian Long, MHS Homes

**Apologies**: Graeme Bosley, Orbit; Catherine Owston, Affinity Sutton; Melanie McAdam, Circle Housing Russet; Tracey Schneider, KCC; Keeley Russell, Amey; Sara Hutchinson, TCHG; Lisa Cornish, Orbit; Lynsey Brogan, WKHA;

**Visitors**: Sophie Ward & Nicola File, Kent Sport; Jas Bhandal & Louis Payne, Barclays

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| **ITEM** | **NOTES** | **ACTION** |
| **Introductions & Apologies** | Introductions and apologies |  |
| **Minutes & Matters Arising** | Minutes agreed as accurate.  RS advised that the KHG website is now launched and colleagues encouraged to share information, jobs, events, to contact RS if you wish to have anything shared. There is no log in and all meeting information is available by visiting the Events page.  RS advised that KHG will be looking at Marketing and Communications for the whole membership so looking at communications tools and the use of the website generally for the benefit of the wider membership. |  |
| **Barclays Offer for Residents** | Jas & Louis from Barclays provided the group with an overview of the offer by Barclays and those who they are involved with in the community, not just about Barclays customers and its about the evolving digital environment.  Fraud is a big issue currently, not just for Barclays customers but across the board, one in five people are scammed. There are instances of people giving pin numbers out to people who are posing as bank staff or police.  Barclays are running ‘Tea and Teach’ sessions on a one to one in the home or with groups, this may be about setting up on line banking or general digital issues, the topics don’t have to be specifically about banking or Barclays.  Barclays have several big branches in Kent where they can host meetings or sessions for housing providers utilise for tenants. LP has connections outside of Kent so could find staff in other areas if there are residents outside of Kent who would benefit. There are many leaflets in both paper format and you can download information via Google.  Barclays also have the Digital Driving Licence – you can log on and learn the basics of office programmes, how to use the internet, lots of activity and enhancing the use of Internet. There is Community Driving Licence which is a wider format (current affairs / info about recent scams/frauds). Barclays can offer interactive sessions for residents to make learning interesting. Lots of customers have found the ability to learn how to use Skype helpful and they are one of the partners working with Barclays.  When using Digital Driving Licence (Wings) it will identify your level of knowledge based on your response to questions (mini tests).  There is some work in Medway (Gillingham) piloting in a Sheltered Scheme, and hoping to utilise Community Hubs to attract all members of the community. IL advised that MHS have undertaken some recent consultation about digital engagement and there was clear 50/50 split about those who won’t, do and would consider training around digital learning.  There are colleagues in other areas of Kent who are willing to take on this work with housing providers. It would be useful to understand ahead of events what people want to learn about or have more understanding of a particular area. All sessions can be tailored accordingly.  Barclays can bring along equipment if required but do encourage users to use their own equipment if possible or they can utilise the Eagle Labs in branches of Barclays.  MT questioned the vision of Barclays for this concept given that the use of the service could grow considerably. LP explained that due to their roles within the structure of Barclays they could work around and with colleagues to provide the service, JB advised that Barclays do have a big commitment to this agenda. MT advised that EKH did a lot of targeted work to attract residents to take up digital training.  JB advised that ordering leaflets can take just a few days and colleagues should contact JB for details. CB advised that this would be useful to have on hand in communal areas where WKHA are offering free wifi for residents. - <http://www.met.police.uk/docs/little_book_scam.pdf>    [Louis.payne@barclays.com](mailto:Louis.payne@barclays.com) & [jas.bhandal@barclays.com](mailto:jas.bhandal@barclays.com) | **RS to share contact details for Barclays** |
| **Kent Physical Activity Project** | SW and NF introduced themselves and that Kent Sport are hosted by KCC and also funded by Sport England. There are a wide range of people that Kent Sport aim to work with. Kent Sport has been working with Golding Homes for 12 months on a Physical Activity Programme, to give young people a focus in an area of ASB. The sessions are used to engage with people and establish what other activity they would benefit from. Currently at the end of a 20 week project with Golding and Kent Sport, engagement figures are high, the success of the scheme has also resulted in a mentoring scheme and Community Champions programme. Those engaged have been encouraged to assist with elements of running the programme, including social media and administration.  Kent Sport is open discussion about providers of the sports on offer. Kent Sport has learnt from the Golding Homes project, are keen to work with other housing providers in Kent and Medway, working on localised projects. There would be consultation with local young people and there are also working with non traditional partners such as local dentists. Kent Sport is running a half term session for AHL this year, and there are other areas in Kent that taking up this opportunity. Kent Sport is also working with other providers of similar schemes.  The model is very flexible and the partners involved, such as Kent County Cricket Club and Charlton Athletic help to run the programmes. Kent Sport are trying to avoid using leisure centres or facilities that are costly to the members of community, they are using local fields with permission from the land owner. Kent Sport is open to asking survey questions that are relevant for the housing provider and the outcomes they may want from the project.  Kent Sport are working with HACT, who are working with sports organisations to understand the well being outcomes from such programmes and feeding this back to governing bodies. Kent Sport also run projects with older people, they are not restricted to just young people.  Coaching staff are paid or volunteers, it does depend on the area and who is working in an area locally. There are SLA with everyone that is worked with, they have to affiliated insurance with the national governing body, DBA checks and health and safety and risk checks etc. Kent Sport can assist with funding for qualifications to enhance the skills of local coaches, there is full funding for women and part funding for men.  Golding Homes have a partnership with Wellbeing People and can ask to have access to the MOT Health Bus and select sites to have them attend, and not all those attending are Golding Homes residents, the programme is open to the whole community. The Health Bus is funded by KCC Public Health.  More providers of sports are coming forward based on the positive impact of the programmes running via Kent Sport. Kent Sport is working with fitness instructors with local centres to help with educating people how to use outside equipment for example. HC happy to share outcomes from the project for others to use to evidence the benefit of co-investment. KCC Community Wardens are aware of the projects taking place.  Kent Sport have an older persons project that is due to be launched in due course, more details to follow, and this is following from consultation with communities. Kent Sport can also support people with funding applications for equipment to enable sport.  **Sophie Ward** | **Funding and Partnerships Manager**  Kent Sport and Physical Activity Service  Email: [sophie.ward@kent.gov.uk](mailto:sophie.ward@kent.gov.uk) Tel: 03000 417225  [www.kentsport.org](http://www.kentsport.org/) |  |
| **KEG Tenant Training Programme** | RS provided an overview of the feedback from Lisa Cornish about the Kent Tenant Training Programme. It was agreed that the sensible approach for colleagues to use the KHG website and Events calendar to advertise spare capacity for courses running in the County, with details to be shared with RS about the details of the course running, time, location any promotional materials and deadlines for confirming that places are required. This can be run as a pilot to see how this works in practice. | **RS to feedback to LC and colleagues to share details of capacity within training sessions and RS will share on the Events calendar and News Page of the KHG website** |
| **Tenants Conference 2017** | WM gave a background to the last Tenants Conference for new members to KEG and to establish if there was a desire to undertake this in Kent and Medway with a commitment for all housing providers/members of KHG/KEG to assist and financially commit.  There was a discussion about how members would get residents to attend a conference due to the regional variances or the focus of new engagement strategies. TM advised that Gravesham residents really enjoyed the last conference and the chance to network with other residents.  CB suggested that there could be a focus on one of the national weeks, such as ‘Mental Health Week’ or ‘Safeguarding Week’ with residents being invited to a variety of targeted workshops or training sessions. It was agreed to set up a small working group to brain storm more ideas around this concept, volunteers included LH, HC, MT & CB. LH has created a calendar of dates for national campaigns to keep track of what is happening when and target areas or issues. | **HC to lead on this and organise a meeting of the small working group** |
| **Role & TOR for KEG** | KEG has been running for some significant time and it was seen as a good idea to review the ToR, alongside partnership work going on in East Kent that was replicating some of the work undertaken by KEG. KEG is aimed to be a two pronged approach with regards to RI and Community Engagement.  It was agreed that the two prong approach is relevant, and a sensible approach about how to communicate between colleagues and organisations and share information. Not all organisations link well between RI and Community Engagement.  RS to feedback to KHG EXB that the KEG has no leadership or direction and there is a requirement for a KHG Mentor. Is KEG meeting the needs of what KHG feel it should be? PD advised that the format of KEG does provide better opportunities to share information and good practice but could benefit from the direction from KHG. There is an even split amongst representation for Community Development and RI and both sets of colleagues agreed that they get benefit from the meetings and presentations.  DO KHG want an annual report in addition to the updates via the KHG Information Brief Newsletter? What is the direction of the group, what links are missing, should we be contributing more to the work around inequalities linked to health and housing. PD commented that we need to retain the organic approach of KEG and the presentations and what’s taken away from meetings.  Do we need to look at more opportunities for pooling resources and partnership working to benefit the whole community? It was agreed to leave in the point about consultation with Kent residents and that KEG should and could decide when it’s appropriate to respond to a particular consultation, local or national and come together.  WM advised that her term as Chair is due to end at this meeting and that she will change roles within Riverside in Mid November, she is moving to Asset Management. LC advised ahead of the meeting that she would be happy to step up to the role of Chair; she was nominated by LH and then seconded by HC. It was agreed that colleagues would consider the role of Vice Chair, nominations to be sent to RS via email ahead of the January 2017 meeting. | **RS to make the agreed changes to the ToR**  **RS to note and feedback to KHG EXB in November** |
| **Good Practice Sharing** | CB asked colleagues whether they had any good practice to share about how to target working households. Chips and Chat consultation is a good way to engage after working hours. TM commented that working families are more likely to be paying rent and therefore have an invested interest in the services. On line or texting is also a useful communication tool. WKHA are looking to change their access to resident’s homes for gas inspections and services to introduce a more timed appointment window and compensation.  JM has been working on the Young Persons Strategy and is looking to work with a group of young people, she has been working with the Medway Youth Trust with a variety of young people. JM is going to work with those who assisted with her YP Strategy, but Medway Youth Trust are willing to work with other housing providers with young people who have been through this route for support. |  |
| **AOB** | Dates for Future Meetings to be agreed and circulated. | **RS to share** |

Thanks noted Golding homes for hosting the meeting and to Riverside for providing the refreshments