**KEG Meeting Action Decision Log – 26th January 2017, Ashford BC, Civic Centre, Tannery Lane, Ashford**

|  |
| --- |
| Present: Lisa Cornish, Chair and Orbit; Jodie Miller, Medway Council; Linda Aldred, SHG; Philippa Dale & Vicky Perry, Ashford BC; Zoe Jones, Amicus Horizon Limited; Louise Gray, Dartford BC; Michelle Thomas, East Kent Housing; Helen Critcher, Golding Homes; Tracey Marshall, Gravesham BC; Catherine Owston, Affinity SuttonApologies: Lynsey Brogan, WKHA; Lisa Harris, SHG; Redmond Hartop, West Kent HA; Ian Long, MHS Homes; Carol Francis, TCHG; Jan Henry, Moat; Melanie McAdam, Circle Housing Russet; Tania McGee, Gravesham BC; Visitors: Cheryl Giles & Andrew Holmes, DWP |
| **Meeting Date** | **Reference** | **Notes** | **Action/Decision** | **Lead Person** | **Timescale** |
| 26/1/17 | Introductions & Apologies | LC introduced herself to the group as the new Chair; Wendy Mason is now in a new role at Riverside. LC has stepped up from Vice Chair to Chair for the group. |  |  |  |
| 26/1/17 | DWP Presentation | CG & AH attended on behalf of DWP. UC will replace a whole range of benefits going forward. This is being rolled out across the whole Country but limited at the moment. There is a list of exemptions for the service, with a focus on straight forward cases for the initial role out of UC. Clients expected to look or prepare for work up to 35 hours per week; this can include training or visiting employers to overcome barriers into employment.UC is paid monthly and will include income to cover rent payments. Alternative arrangements for payment can be made but are not long term arrangements. An advance payment on UC can be applied for. A claim for UC is not closed once employment found, this is adjusted monthly as per income. If the employer uses PAYE the DWP will be notified automatically of income levels/changes. In Kent there is now ‘live service’ but new claims are only for straight forward single claimants who were on JSA previously. IT support is still at basic level currently in Kent.Next stage is roll out of full service of UC. All types of claimants making new claims. Full service is work and benefits with an account to manage their claim, which can be used to update circs, send messages to their work coach and it’s fully digital from the start. Claimants can see what payments are due, what they have been paid and see tasks set by a work coach. The system is accessible 24 hours per day.Roll out for Kent – this is done by Job Centre Area from May, Dover, through until September 18 with TWBC last. Migration of existing claimants July 19 and completion by 2022. Change in circs claims will be moved over to UC to make a claim.UC is a **agile**, the digital platform is only 50% complete, there is a national board that meets with national landlords to get feedback about use of the system. These can be set up more locally if required. A claimant cannot make a claim without being registered for Verify, how to register is on the Gov website. The information submitted is not being held anywhere and is secure; Government has vetted the online companies involved in Verify.DWP are setting up groups in the Job Centre, who can offer group or one to one section, working with local education centres to support claimants into full service. Full service is about ‘self-service’. There is support for the most vulnerable clients making a claim.Rent verification is an issue with the system, 82% were not aware of their rent charges and 34% not aware of service charges linked to their account. There is a **UC182**, a new form regarding Rent Verification. DWP need to have secure email addresses to allow communication between DWP and providers. Findings from a pilot recently undertaken to identify vulnerable clients who may qualify for alternative payments are due very soon. | AH to share the roll out schedule with RS for the group | **AH/RS** | **By 3/2/17** |
| 26/1/17 | Minutes & Matters Arising | Minutes agreed as accurate. Matters Arising: Tenants Conference and Training Planning on the agenda. |  |  |  |
| 26/1/17 | Feedback from KHG re KEG | RS advised that Deborah Upton, CEX of East Kent Housing has volunteered to be the Mentor for KEG and the link between KEG and KHG. RS will arrange for Deborah to meet with LC and RS to talk through the role of the group and what we can do to link into KHG related work.The group agreed that meeting and having the opportunity to share good practice and network is very valuable.  | It was agreed to it would be useful to capture and evidence how KEG have supported KHG work and outcomes from the meetings/workshops.It was agreed to set up a twitter feed for KEG as a way to share what is happening within the group, before and after meetings for example | **RS****RS** |  |
| 26/1/17 | KEG Tenants Training | LC feedback that to minimise spend and pull together a bespoke training programme KEG would use the website to advertise or alert colleagues if spaces are available on others training schedule. LC advised that Orbit are looking at their Involvement Offer and what this will be from April 2017 and how this will impact on the Orbit training programme. ZJ advised that AHL haven’t run a training programme for two years, LA advised that SHG are moving to more personalised one to one training/support.EKH starting to remove some more formal involvement groups, will be aiming to recruit new people and train new and existing people in more focused topics, such as Diversity. | Colleagues to share details when there are training spaces through KEG, RS can advertise on KHG website if time permits or via email.Colleagues to share training plans and details about who may be interested to attend should spaces arise. | **ALL****ALL** | **As Required****As Required** |
| 26/1/17 | Dementia Awareness Training | LC updated that it is not possible to have bespoke training for Dementia for the KEG specifically. There are Induction Days and RS has shared details and links (7/12/16).ZJ advised that a colleague within AHL has provided this training and she will approach. MT to approach an EKH colleague about Dementia training for KEG. | ZJ and MT to make contact with respective colleagues and feedback to RS | **ZJ/MT** | **By 3rd Feb 17** |
| 26/1/17 | Tenants Conference 2017 | JM updated on progress with this idea having attended a scoping meeting. Medway would not send any Medway residents to a conference. Potential Themes – Community Cohesion/Spirit and connectivity within communities. A Health and Well Being background. A speaker to set the scene – Workshop sessions (Community Safety, using mood boards to capture how people feel about their communities) using the afternoon session to review the morning. Craft elements to be included.Consider a later session into the early evening but taking into account costing. Having colleagues available to talk through housing related issues. Being mindful of disabled residents. Emotional Health and Wellbeing is a big agenda. Mental Health and Welfare Reform are two big issues. Community Safety and taking responsibility about this on estates was considered a good element from the scoping.Use the conference to show good practice from other areas and the difference customers have made within organisations. | RS to share notes from scoping meeting.Need to establish who are target audience are and what we want tenants to get from the conference.Colleagues to share via email to RS key points about a conference, what should be included, what is missing, numbers cost etc. RS and LC will chat through with new KHG Mentor. | **RS****ALL****ALL** | **By 1st Feb****By 10th Feb****By 10th Feb** |
| 26/1/17 | Good Practice/Trouble Shooting | JM questioned about engagement with the Housing Hero awards (CIH & Inside Housing) and whether appropriate for a contractor can nominate a tenant. It was suggested a joint nomination would be more appropriate. Medway and Moat have worked on engaging local communities with residents in the Independent Living Schemes.TM advised that GBC have received funding to install sprinklers into high rise and worked with residents to make the area they use for socialising more pleasant and how they feel about where they live and their well-being.ZJ advised that AHL have started planning summer events, will share details with colleagues and offer spaces to other organisations, without cost, for areas where there is joint stock etc.CO asked about the move away from traditional forums/groups and the transition process. ZJ suggested going more regional or to shut them down if not fit for purpose. PD advised that Ashford gave those on an old panel the opportunity to move to a new one, going through a more intensive interview process. MT advised that EKH are going through a similar process within the four Districts. Any groups are empowered to look after themselves. Looking to introduce, after consultation local groups. | LC to share Orbit information for CO that may be useful. | **LC** | **By 10th Feb** |
| 26/1/17 | AOB | CB advised that WKHA have an informal group covering a number of client groups and are hosting a Health and Wellbeing day and if Medway can offer a potential speaker to chat to clients.Farewell and thanks to PD for her work and support for KEG.PD introduced VP to the group, VP or Anthony Crossley will attend on behalf of Ashford. | CB and JM to liaise | CB & JM | As required |

Thanks noted to Ashford BC for hosting