**KEG Meeting Action Decision Log – 19th April 2017, RBLI Offices, Aylesford, Kent**

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| **Present**: Lisa Cornish, Chair and Orbit; Lisa Harris & Rebecca Eade, Southern Housing Group; Tania McGee & Tracey Marshall, Gravesham BC; Zoe Jones, Amicus Horizon Limited; Helen Critcher & Camilla Braybrook, Golding Homes; Michelle Thomas, EKH; Corinne Beech & Eva Heywood, WKC; Ian Long, MHS Homes; Jan Henry, Moat; Catherine Owston, Affinity Sutton;**Apologies**: Melanie McAdam, Clarion Housing; Rupa Chandarana; Riverside;**Visitors**: Robin Deane, Amicus Horizon Limited;  |
| **Meeting Date** | **Reference** | **Notes** | **Action/Decision** | **Lead Person** | **Timescale** |
| 19/04/17 | Dementia Friends Briefing | RD representing the Alzheimer’s Society as a volunteer and to provide a Dementia Friends session for colleagues.Dementia Friends set up by the Alzheimer’s Society to set up 1million friends by 2015, this has been met with a new target of 4million over the next few years. Creating understanding about Dementia and provide support within communities.It is possible for younger adults to have some forms of dementia, it is caused by diseases of the brain and it is not inevitable that you as an ageing adult will get dementia. Alzheimer’s is the most common form of dementia, vascular dementia is related to the heart and restricts blood to the brain, there are other various forms of dementia. All dementia is progressive and will get worse; the degrees of progress vary depending on the type of dementia. Helpful for support networks to understand what type of dementia you have as well as the treatment of it. Short term memory loss can usually be a first sign of onset dementia. Some people with dementia can still communicate well, could use alternative forms of communications such as use of images, and simplify questions to enable yes or no answers. Speaking clearly and using gestures to help communicate.One in fourteen people over 65 years have dementia at any one time. A key message is that people with dementia are able to live well, work, drive, have relationships etc. Support networks providing patience and understanding will make the difference to those suffering with dementia. People living alone with dementia may suffer a quicker progression of the disease.Colleagues encouraged to post on Facebook or Twitter that undertaken the training session this morning. Key Messages about dementia:Not a natural part of ageing; Not just about losing memory; You can live well; More to the person than dementia. There are opportunities to do a one day Dementias Champion Training and deliver such sessions as ours today.  |  |  |  |
| 19/04/17 | Minutes & Matters Arising | Minutes agreed as accurate.Page Three – LC updated that LC and RS met with the new KEG mentor Deborah Upton, CE of East Kent Housing. Positive news to have a new mentor.Training, if going to be delivered with capacity for additional spaces to share with colleagues via email or RS can post on the KHG website news. Colleagues thanked ZJ for arranging Robin to attend and provide dementia friends session at this meeting. RS to feedback thanks to Robin from the group.Page Four – Tenants conference on the agenda.Page Five – CO and LC to check whether information requested was shared. | RS to update the website with news as requiredRS to email RobinCO and LC to confirm between themselves | **RS****RS****CO/LC** | **As required****By 21/4/17****By 21/4/17** |
| 19/04/17 | Kent Tenants Training Programme | LC advised again that Orbit will not being delivering training going forward, due to the size and location of the organisation and the low interest from customers/residents and value for money.ZJ advised that AHL have the budget and are focusing on those in the Governance Structure and how to train them to be part of the structure. There is a new work group being established to work with involved residents who are keen to have more training.LH advised that SHG have recently done Chair training with their Customer Voice engaged residents and there may be more training for newer forum members going forward. IL advised that Medway Adult Education is leading on the training and MHS are promoting on their behalf. MHS Homes will cover travel costs, or minimal costs if necessary. IL can share the details when available so colleague can tap into (for those with stock in or close to Medway).ZJ advised that AHL are running digital training in an existing facility, numbers vary, similar to Golding Homes. IL has been approached by a company offering training about writing bids but the schemes do have to have their own bank account to enable this training. | IL to note and share | **IL** | **As soon as available** |
| 19/04/17 | KEG Mentor Discussion & Tenants Conference Distance | LC updated colleagues about the meeting with Deborah Upton, new KEG Mentor and the focus and value of the KEG and the roles of those who attend. Deborah was asked for advice about how to ensure that colleagues are getting the most out of the meetings. RS compiled a short on line survey to understand the knowledge of KEG and linking their business planning and objectives to the role of the group. The survey was aimed at the Head of Service within a member’s organisation. There have been six responses to the survey; RS will circulate the link to the survey again. LC will then collate all survey results to establish the key feedback and how to agenda plan around these. ZJ mentioned that there was a national tenant participation consultation and whether feedback from this should also form part of the discussion about the role of the group.LH mentioned about how to get customers involved going forward, a focus of SHG that would be a useful agenda item. LC advised that within Orbit there have been some changes to the offer for customers and it was agreed this could go on the agenda for July. Colleagues to bring and share information about any changes to the offer to customers for the July KEG meeting.ZJ suggested that KHG could use KEG more about consultation work for across the County. Whether there is another opportunity to share the video developed by KEG?Tenants Conference DiscussionRS advised that Deborah would be keen to understand the incentive and hook for the senior management teams of organisations to allow and pay for tenants to attend a conference. CO advised that Affinity Sutton will be holding five conferences, Affinity are part of a merger with Circle Housing so will be regional conferences. The format of former and future conferences is the same, an opportunity to speak with senior staff, planning sessions and networking opportunities. The aim is to have 80 tenants attend per region (40 existing residents and 40 new). The average is about 60 per region. The main focus will be the launch of the new Housing Association Clarion Housing.RS suggested that it may be worth-while inviting involved residents to the forth coming KHG Conference in July, so that they understand the bigger strategic issues for Housing, links to other partners such as Health and Social Care. It was agreed that once there is feedback from the survey and the role and focus from the survey is collated it may be the time to consider the appropriate time and theme for a tenant’s conference. | RS to share link and deadline to survey for completion (end of April).RS to find and share outcomes from the national consultation.LC and RS to note for July. Colleagues to bring information about the customer offer from within their organisation.LC to note for the brief back to KHG for May.RS to explore with the KHG Events Team about capacity, rates and format of having residents at the event.Colleagues to remind senior management about completion of the survey. | **RS****RS****LC/RS****LC****RS****ALL** | **Circulate ASAP complete by 30/4/17****ASAP****For July Agenda****ASAP****20/4/17****Asap**  |
| 19/04/17 | Customer Benchmarking Group | LC advised that following a project undertaken within Orbit about the best way to ensure that involved residents are aware of the actions of the customers who are on the Board of the HA and the links. Another issue was networking between organisations and if there was an appetite to meet with other residents? Orbit is keen to learn from others. MT advised that they would approach this on a project by project basis, EKH are currently working with involved residents on developing a more streamlined resident involvement process, including how groups are structured, how people are elected and the numbers engaged on the variety of groups. Residents are keen to see the difference in how it’s undertaken elsewhere; MT is looking for an Independent Tenant Advisor to help with the next stage. ZJ suggested using a good informed resident who has gone through change and the could share the benefits and sell the messages to EKH residents. | Colleagues encouraged to ask engaged residents about the appetite to network with other engaged residents.ZJ and MT to liaise about potential residents to work together on the current EKH project. Colleagues to share details on a good recommended Independent Tenant Advisor. | **ALL****ZJ/MT** | **As appropriate****As Appropriate** |
| 19/04/17 | Good Practice/Trouble Shooting | JH advised that Moats Neighbourhoods is undergoing restructure currently and it’s unknown about where customer involvement will sit going forward.ZJ would like to do some protection of their team and the work undertaken by the team that sits with ZJ, what’s the perception of the team within the organisation. ZJ advised that in Kent the team has been using the CRM system to log all work undertaken, using a specific log system to track where there has been signposting to other areas of the business. The codes used are Pro-Action codes to demonstrate value for money and use of time, using stats to demonstrate the value to the business overall. CO mentioned Formal Impact Assessment and if colleagues are still undertaking, which some are but these are for internal purposes.TM advised that Gravesham BC management team are happy with the approach taken by TM and her colleagues for resident engagement. CB advised that WKHA are trying to push newer methods of working and measuring the impact of this within the organisation. LH advised that SHG have Customer Voice Forums, there is lots of information feeding up but not much coming down so will be looking at how to challenge this. SHG also have a CRM and LH will explore the potential for using this in a similar way to AHL.HC has recently developed a Customer Engagement Tool Kit and undertaken an event internally. This was about use of venues, equality and consultation methods for example when staff members are undertaking consultations with residents. Golding Homes are also developing short YouTube clips about how to undertake tasks such as draining a radiator or changing a light bulb. | LC to share the recently used Impact Assessment with all colleagues.HC will share the Toolkit with colleagues and the links to YouTube when available. | LCHC | **By 24/4/17****By 24/4/17** |
| 26/1/17 | AOB | HC elected as the Vice Chair for KEG. |  |  |  |

Thanks noted to RBLI for Hosting (via Golding Homes)