**DRAFT - NMSG Action Log – 10th July 2018, Golding Homes, Allington, Kent**

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| **Present**: Matt Eddy, Chair & MHS Homes; June Heslop, Southern Housing Group; Tom Harding, Medway Council; David Edie, Dartford BC; Anthony Crossley, Ashford BC; Rebecca Smith, Kent Housing Group; Stefan Polom, TCHG; Tracy Townsend, Riverside; Lisa Smith, Golding Homes; Matthew Robbins; Optivo; Felicity Dunmall; GCHA;  **Apologies**: Eileen Martin & Terry Spillard, Optivo; Jody Bullman, Moat; Brian Horton, SELEP; Tina Dust, Sanctuary Housing; Helen Sudbury, Golding Homes; Paul Gilbert, Gravesham BC; Keith Cane, TCHG; Genette Pinwell, WKHA; Helen Charles, Clarion HG  **Visitors**: Elle Boyle, Southern Housing Group; Laura Armitt, Kent Police, Lindsay Felstead, Clarke Willmott LLP | | | | |
| **Reference** | **Notes** | **Action/Decision** | **Lead** | **Timescale** | |
| **Minutes and Matters Arising November 2018** | Minutes agreed as accurate. There were no matters arising. |  |  |  | |
| **Housing Law Update** | LF heads up the National Housing Management Team.  **HRA** – April 2018, there is an emphasis on the assessment and personalised housing plans, which could include how an RP can help prevent an eviction, using this element of the legislation. 56 days is a new timescale around this legislation, which provides a greater amount of time to work on prevention homelessness.  **ASB** – revised guidance produced in December 2017, this is the first guidance since the original guidance produced, this is a victim centred approach but a specific reference to consider the vulnerability of the person/s you may take action against. There is a drive currently to ensure that the tools available are being used appropriately.  **Pre Action Protocol for Mandatory Possession** – there are still cases where this protocol is not being undertaken. This protocol applies and is a **must** for all cases where this is mandatory possession. This includes correspondence with the tenant and then for the landlord to review any communication received. The protocol says you have to confirm in court proceedings or in a witness statement that you have complied with the protocol. Not adhering to the protocol may halt the proceedings in question.  **Accelerated Possession** – there is a new N5B form for use, with incorporation of the Deregulation Act changes. There are tick boxes for completion, including confirmation of dates of when actions undertaken.  **Worthington & Anor V Metropolitan HT (2018)** – a significant case. Important to ensure that there are suitable and appropriate supervision with regards to the use of language and potential course of action with regards to legal proceedings. LF suggested colleagues could review standard letter content and the language/terminology used. Also ensuring not using language such as victim or perpetrator without having established key facts. Need to demonstrate that a manager has had supervision with officers and it is recorded. In terms of NoSP, it could be considered that you could offer the right to appeal and therefore remain objective. When drafting NoSP the language is positive and there is evidence that supports the possession proceedings. Paying attention to the information and evidence received to ensure relevant to the investigation in question. You could include inference to non-engagement in correspondence that it could lead to further action or drawing of conclusions.  **Poplar HARCA v (1) Begum (2) Rohim (2017) UKHC 2040 (QB)** – Unlawful Sublet & UPO Guidance. The tenants has retained one bedroom (locked) in the property which meant that they had not parted with the whole of the property. This is a good example and a case that can be quoted and referred to for unlawful possession and UPO.  There are additional cases that can be reviewed in the slides shared by LF. | RS to share presentation with Minutes | **RS** | **By 13th July** | |
| **Kent Police Presentation** | LA is the Gangs Lead for Kent Police at Kent Police HQ. This is an overview and issues facing Kent around Gangs. A gang is a group of three or more with characteristics that enable its members to be identified by others as a group. Kent Police have three distinctive categories. Gang Member –identified gang member, from more than one source, Gang Associate, someone who offends or associated to the gang through behaviour, Gang Crime, gang related crime or crime related.  Gangs are structured with at least three tiers of operations, high, middle and lower tiers. There are a number of key reasons why young people join gangs, including respect of peers, money, provided with a sense of family and belonging. Targeted preventative work is taking place in primary school age children in Kent now. One issue around safeguarding is sexual exploitation of males, this is not just about females. Reference made to the Boyfriend Model, about how to engage females and exploitation.  Cuckooing – describe the occupation of a drug users flat by drug dealers. Now not as prevalent in Kent as first thought, generally vulnerable adults are targeted by gangs to cuckoo a property. Locations are close to transport hubs, treatment providers and rival gang networks. Kent Police are looking now at how they can work with Housing Providers to prevent eviction of vulnerable adults who are subject to their property being cuckooed. Cuckooed addresses are now dealt with very quickly by Kent Police. LA made a plea that colleagues use the Adult Safeguarding and Child Protection referral pathways should there be a suspicion of gang related crime or cuckooing. | **LA to share presentation and links to full video shown at the meeting**  **RS to share Nick Pell PC email address -** [**Nick.PELLPC12448@kent.pnn.police.uk**](mailto:Nick.PELLPC12448@kent.pnn.police.uk) | **LA** | **As soon as available** | |
| **SHG Customer Segmentation Pilot** | EB has been working on Customer Segmentation for SHG. Segmentation is data held internally by organisations and then national data and compare understand and use this for targeting products/services more effectively. SHG are using this for Customer Services purposes. SHG have identified a small number of customer groups, all with different aspirations, wants and needs, and this will allow SHG to refine their service delivery, develop strategies at the right time and with the right outcomes, using segmentation will open opportunities for SHG and their customers going forward.  EB running a pilot currently for new tenants and sustainment of tenancies, including payment of rent, access for repairs and maintenance, the pilot is showing how the first 6 months of the tenancy is managed reflects the likely tenancy outcome going forward. Segmentation helps SHG understand why there are such differences across generic working patches, for example so areas are more prone to ASB or there is higher rent arrears.  SHG have 6 customer groups – this was initially 11 but reduced to 6. Group 1 is 18% and are young, digitally active and affluent owner occupiers. Group 2 is 18% of customers, usually only found in London or the outskirts, they are likely to be single or single parents, from a BME background and just financially stable, with English not as their first language. Group 3 is 25% of customers and the largest customer group, largest households, with high number of dependants and HB claimants and likely to be struggling with tenancy sustainment. This group of customers are squeezed financially and living in poverty. Group 4 is 15% of customers, long term and financially stable, often occupier once dependants have left home. This group are the least likely to claim HB, with higher average incomes compared to other client groups. Group 5 is the smallest customer group at 5%, retired customers with high levels of customer satisfaction and low levels of interaction with SHG. Group 6 is 12% of the customer base, they are single or widowed elderly customers, living in sheltered with high levels of disability, typically they have the lowest income of all the groups.  Within GDPR there is a particular section regarding data collection, this is reflected in the Privacy Notice of SHG, once the data sits internally it is anonymised, when using segmentation it is not embedded into a system colleagues have to provide information to then be manually entered and used.  How will SHG modify their services using the segmentation information? EB will use pilot to test and learn areas of service, to validate the potential changes. Segmentation is costly and use of resources to undertake and implement. In the test and learn pilot the potential financial savings and how this could be reinvested into areas across the business. EB is writing a Customer Experience Strategy, including looking at how to personalise certain areas of the services provided. EB has used customer journey mapping, including the tone and change of messaging to customers. There are models for segmentation that you are able to use from external sources, you can also approach in smaller areas and therefore smaller costing.  EB will be moving to use live data sets towards the end of next year and can then track and take decisions about how groups move and how people are defined. Demographic data was removed from the data set ahead of the segmentation work. | **RS to share presentation from EB once agreed by SHG.** | **RS** | **When available** | |
| **KHG Update** | Paper provided ahead of the meeting for information. | **Colleagues to feedback if any questions** | **All** | **31st July** | |
| **The Kent TFF** | Referred to next meeting. |  |  |  | |
| **The Housing Green Paper** | Referred to next meeting. |  |  |  | |
| **Training and Mentoring** | Referred to next meeting. |  |  |  | |
| **AOB** | Referred to next meeting |  |  |  | |

***Thanks noted to Golding Homes for hosting***