**KENT HOUSING OPTIONS SUB GROUP (KHOG) MEETING - 13th June 2019 Held at Maidstone BC Office, Maidstone House, Maidstone**

**Present:** Marie Gerald, Chair, Dartford BC; Stuart Clifton, Vice Chair, Maidstone BC; Ray Easdown, Medway Council; Claire Keeling, TMBC; Rav Kensrey, Gravesham BC; Pam Millington & Elly Toye, Dover DC; Mark Damiral, F&HDC; Sophie Valentine, TWBC; Lisa Webb, Sevenoaks DC; Rebecca Smith, KHG; Vicky Hodson, Kent Homechoice; Deborah White, West Kent HA; Roxanne Sheppard, Swale BC; Melanie Anthony & Jan Galloway, KCC; Ray O’Shea, Ashford BC; Victoria May, Thanet DC; Kylie Gillham, Canterbury CC; **Guests:**  Josh Mitchell, NPS; Shu Fei Wong/Fenella Pringle, EY Xantura;

**Apologies:** Jane Lang TWBC; Lora McCourt, Canterbury CC; Nina Colley, Sevenoaks DC

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| **Reference** | **Notes/Outcome** | **When** | **Lead**  | **Action/Decision** |
| **Minutes/Matters Arising Feb 2019** | Minutes agreed as accurate and matters arising – Page 1 – MG advised that she will not be completing the briefing paper, no longer relevant.Page 3 – Flexible support fund, colleagues advised that amount provided is higher.RS to chase RW about an update on the training provided by MHCLG. To chase RW about details on the Offenders Pilot project.Page 4 – Pre Eviction Protocol, agreed to continue work with NHF on the protocol and joint working. SC suggested that there is one point outstanding with regards to when HOT want notification of cases.Page 5 – Next meeting of Senior Officers in July for feedback in September. | **ASAP****Sept** | **RS****PM** | **Contact RW about matters arising for MHCLG****Provide feedback at Sept/Oct KHOG meeting** |
| **Through the Gate**  | JM provided an overview of the Enhanced Through the Gate Service. A new whole system approach to the resettlement of service users, want a service where all partners are engaged at all stages, including transition to release. Additional funding has been made available to support the enhanced service. Personalised resettlement plans and work with Local Authorities to support housing outcomes. Reducing rates of return to custody.* Secure and maintain settled accommodation – biggest barrier for this service
* Employment opportunities and access to education and training
* Managing debt and financial affairs
* Managing health outcomes
* Support with referrals to other service areas in the prison and community
* Additional support for vulnerable groups/clients

There are three levels of service, this process is needs driven and includes support to find a secure accommodation, level 3 is for anyone with an identified need but also with additional complexity or vulnerability. Spending more allocated time with clients with complex issues.There is a tracking tool to measure outcomes, including consideration of sentence length and the barriers these bring with regards to achieving outcomes.JM shared slides to reflect the prisoner journey 12 weeks pre-release, this work all informs an offender’s personal release plan, and this is shared with the relevant community liaison officer.Key changes for new model of working – additional funding, group work to share experience, access to debt management provision, liaison with partners, community partnerships regarding domestic abuse and sex workers, meeting needs of those short sentences or remand prisoners, all examples.Personal Release Plan is a new document, there is consent gained from the offender to share the content of the plan with any of the partners engaged in working on the offenders case. The Duty to Refer will happen within the first 5 days of custody. It was suggested that DWP are made aware when Through the Gate have made a Duty to Refer to a local authority, this will avoid duplication. Through the Gate applies to any prisoner who is in the last 12 weeks of their sentence, there is a shorter version of the process to deal with short sentences and remand to work with these offenders as soon as possible.JM advised that the NACRO team within prisons are aiming to ensure that tenancies are maintained for those serving a short service. SC mentioned the protocol with regards to Duty to Refer and information from NACRO and offenders within prison, for those who cannot access on line referral forms.MG advised that all teams/staff need training or advisement about the implications of the HRA for local authorities, colleagues to share examples of where there is a breakdown and work towards improvement on outcomes. The CRC are in place until Spring 2021 but there is little understanding what will occur following this, 80% nationalised and the remaining 20% will be delivered through the private sector. JM agreed to return to feedback on outcomes and any case studies. |  |  |  |
| **EY Xantura** | How can resilient and sustainable services be established in challenging times, using data is critical to this and help shape a proactive service? How can you provide the right services at the right time to the right people? How to use data to provide insight into services, to enable early intervention. Master Data Management, sharing data across services and partners through Information Governance and then present the outcomes, an example shared.Can also provide predictive models and data, which allows you to look at trends and alerts about risk levels changing to help support decision making through greater visibility. All elements are working towards 4 key outcomes, equipping the workforce, identifying risk earlier, building trust and sharing information and commissioning and targeting effectively.Work with Maidstone BC shared as an example. The portal is being integrated into existing case management systems, currently in the process of development with MBC, factual text summary about the household is part of the portal and a chronology of what has happened with an individual/household. Outcomes for the workforce is time saving and access to more information. Preventative elements should assist with the reduction in relief duties owed, decrease in demand for use of TA and a higher quality of service for the user.An Information Sharing Agreement and checklist which governs what data sets are being shared and with whom. There is different user access built into the system and access to different types of information will vary by role, this enables auditing of who is accessing what information and complies with GDPR. SC advised that Maidstone BC have used Business Rates Retention Funding (an internal bid was made to this fund), to enable the services to be more reactive and to lead to better outcomes, reduce points of crisis and impact positively on the service user and service. This is going live in mid-July, work to date has been focused on the data sharing governance and getting partners engaged. Next steps include training. MBC is recruiting a fixed term post to manage the cases that come through via the alert system initially, who will case work and focus on early intervention. Only when there is a change in circumstance for a household (or trigger event) that may lead to a homelessness outcome is the point at when the data can be used as an alert will be raised through the model. Colleagues raised concerns about how people will be made aware of this model and how data will be collected and potentially shared. SC advised that the Privacy Notice has been updated to reflect the new working method, there is also communications work on going about the modelling, including training and FAQ for any queries. The single view and summary of total information is very useful, alongside the predictive model element of the system. There is not a generic set of triggers, these are based upon the local area.The cost of the modelling depends upon the scale and type of modelling, it can range between £150,000 to £170,000. There is opportunity for group commissioning of modelling. SC advised that as it’s a range of data sets from within a local authority corporate engagement and support is key. |  |  |  |
| **KCC Commissioning Update (Adult & YP)** | MA updated the following overview. Commissioning services for vulnerable people over a significant period of time. Funding for these services is from the Adult Social Care Budget, this is undertaken under discretionary powers under the Care Act. KCC Members are keen for these services to be provided moving forward.Forms of appropriate and timely communication a key learning point for any future commissioning of services. New commissioning was a focus the HRS on client groups where the statutory need is. Another aim was to consolidate provision across areas of the County, providing a framework to assist other public sector partners currently commissioning projects or support services. Slides provide details for the prime providers for both YP and Adults commissioned services. This contract is a transformation and change contract to help shape change and improvement over the term of the contract. The referral portal is now live, with a focus on transitional arrangements for existing schemes. KCC has used additional funding, where needed to support transitional arrangements, without extension of contracts, all arrangements are on a case by case basis. Learning and future focus, there will be Strategic Development Groups for each Lot, to help facilitate conversations about development of the contract, resurrect monthly bulletins about the contract (to be shared via KHOG), KCC Strategic Commissioner has committed to attending Kent Leaders and Chief Executive meetings to update on all strategic commissioning taking place.Paul Stephen is the Senior Commissioner and overseeing this area of commissioning. Is there an opportunity to monitor and review the referrals and gap of service provision for clients who may want to access services but are unable to due to not having complex needs? IF there is evidence about 18 – 24 years and access to services this should be shared through the Strategic Development Group. MA advised that there will be a more formal launch of the new commissioned services. Contract monitoring and measuring outcomes – will there be any tracking by KCC about refusals and what they then access support service, as a result of the initial refusal? MA advised that this will take place, the Lot structures and finance of this new framework were influenced by the historical referrals and demand in an area and upon services. JG updated colleagues about Young Persons Commissioning. There was a recent meeting to consider the YP protocol, pathways and reduction in unit numbers in particular areas, with a follow up meeting to consider the YP Protocol. The protocol isn’t a commissioning document but an agreement between the local authorities and the operational teams at KCC, however commissioning will impact upon the success of the objectives identified in the protocol. Commissioning will now be part of the review of the YP Protocol. A workshop is planned to review the YP Protocol with all relevant partners, RS to share date with colleagues.JG raised that the YP service mirrors the concept and journey as outlined by MA in her update of the Adult HRS commissioned services, but that local authorities should be engaged and supported. Why are local authorities being asked to undertake a Joint Housing Assessment without direct access to accommodation, a suggestion is to remove the word ‘housing’ from the assessment element. Another consideration was about the ‘crash pad’ model of temporary accommodation, rather than use B&B accommodation.There will be a request for data about demand - number of approaches, placement details, and cost per young person and where does a young person end up (over the period April 2018 – March 2019). This will enable colleagues to identify demand going forward and how to manage the pathway. There was a discussion about interim arrangements leading up to the review of the protocol which will commence in September. A suggested arrangement is the joint commissioning of an Independent Advocacy, this will need to be scoped and costed for consideration. It was suggested that there is potential to have the YP and Care Leavers Protocol and the appropriate pathways for YP who need to access a YP service. RS to contact Kim at MHCLG about any examples of Independent Advocacy good practice. It was agreed to have a small working group (LA’s, KCC Commissioners and Operational staff) to develop an agenda and share any preparatory work ahead of this workshop session. |  |  | **MA & JG will ensure that contact details for area AST’s are shared with district councils for the YP service.****RS to share a Save the Date for the workshop, a template for the stats.**  |
| **Protocols – Standing Item**  | **Reciprocal Protocol** – This is agreed and RS to check on the KHG website.**S.198 Protocol** – RS to check the final comments regarding the revised protocol and then sign off by KHOG and then to KHG Executive Board for endorsement.**Pre-Eviction Protocol** – to set up session with local authorities and RP’s about joint/partnership working but do need to agree the appropriate point of contact for referral from housing management to housing options teams.**Intentionally Homelessness Protocol** – This protocol hasn’t moved forward since the last meeting, this will be picked up by MG and SC moving forward. The previous meeting was about the protocol encouraging more partnership working and at what stages a referral should be made and where it goes. This was in conversation with Front Door and Early Help.**Young Persons Protocol (16/17 year old homeless) & Care Leavers Protocol** – It was agreed to merge the two and consider/explore that the workshop on the 12th September 2019.**TA Placements Protocol** – RS has shared the TA Placements Protocol with colleagues. RE has shared comments, RS to share a final draft including these comments and ask colleagues to sign off as final draft for final comments.**Duty to Refer Protocol** – This has been shared for comments including a draft referral form.  | **ASAP****ASP** | **RS****RS** | **To upload and share link****Share S.198, Eviction, TA Placement and Duty to Refer Protocols as final drafts for comments, then to be signed off and shared with KHG EXB for sign off.** |
| **MHCLG Update** | RW was unable to attend the meeting, confirmation about representation at future meetings will be established. | **ASAP** | **RS** | **To contact RW about future representation from MHCLG** |
| **Standing Items for Discussion –**  | **Case Law** – there was case law regarding affordability yesterday 12th June 2019. This was Samuels v Birmingham, there is a press release summary of the outcome. This was a vulnerable client with LD, with consideration of living expenditure was £150 per month, this was identified through a review as being incorrect and should have been a higher figure. The key point is about the interpretation of what is reasonable amount of expenditure for a household. There has to be rationale to support a decision about what is reasonable expenditure. - <https://www.supremecourt.uk/cases/docs/uksc-2017-0172-judgment.pdf> Colleagues shared messages about the use of website and the opportunity for ‘Self Help’ through this platform, London Borough of Newham was a good example, districts are reviewing the content and access to the triage process (Maidstone BC have used this approach).Training – MG questioned what training courses new staff members are being sent on or provided with? Thanet DC have worked with F&HDC Training and HR service for some elements, it was suggested that Andy Gale is contacted to provide essential overview training around homelessness for colleagues across Kent and Medway. PM advised that webinar opportunities are useful.  |  |  |  |
| **Performance Framework for benchmarking** | A template was shared in advance of the meeting, this would look at using the percentages and what that information tells you and helps inform comparison and data.It was agreed to ask ZC at Swale BC to consider the performance benchmark sheet and come back about how to carry this forward.  | **For Sept KHOG** | **ZC via RSh** | **RSh to ask ZC to put relevant benchmark questions into excel and share for comments before completion.** |
| **AOB** | MMA asked colleagues if there is any consideration of the Housing and Health funding, VM advised that Thanet DC have been in dialogue with the local CCG on this and explore if any other interest. Help to Rent are visiting Dover DC on Monday 17th June at 10am, colleagues are welcome to attend if they want to hear about the product. Maidstone BC and Dartford BC are working with this currently.Entitled To are looking for feedback on the tool, to be shared back via VH, who is having a teleconference with Entitled To on 14th June 2019.RE asked what notice periods colleagues are using for IH families? Colleagues to share back, usually 28 days.MG asked colleagues to consider whether they would like to take on the role of Vice Chair, MG will step down as Chair in December and SC will step up. The role will be for two years.RS to contact colleagues about what funding is being used for in each area and compile in a report that can be shared in September and also with KHG for the main group. (RRH, Private Sector Funding etc). | **As approp****ASAP****For Sept****By end June** | **ALL****ALL****ALL****RS** | **Colleagues to keep KCC (MA) updated re bids for the funding****Share feedback via VH****RS to share email inviting colleagues to share EOI in Vice Chair role****RS to share ask via email** |
| **Next Meeting** | Full partner meeting **12th September 2019** at 10 am (MBC). |  |  | **RS has shared meeting appointment via outlook** |