**Present**: Jo Ellis, Chair & Town and Country Housing; Rebecca Smith, KHG; Jane Lang, Tunbridge Wells BC; Mark Breathwick, Medway Council; Linda Hibbs, TMBC; Stuart Clifton, Maidstone BC; Tracy Allison and Cathy McCarthy, West Kent HA; Peter Dosad, Dartford BC; Ashley Jackson, Thanet DC; Kerry Petts, Folkestone & Hythe DC; Caroline Smith, KCC; Paul Thomas, SELEP; Peter Turner & Emma Bartlett, Canterbury CC; Adam Cunnington, Public Sector PLC; Marion Money, NRLA; Donna Pearson, Look Ahead; Tony Morgan; Brian Horton, SELEP; Stephen Elliott, Riverside; Jo Scullion, GCHA; Mike Barrett, Porchlight; Vicky Hodson, Kent Homechoice; Elly Toye, Dover DC; Sharon Williams, Ashford BC; Hayley Brooks, Sevenoaks DC; Cynthia Allen, KSS CRC; Kerry Newbury, Optivo; Maria Jacobs, Moat; Marie Royle, Canterbury City Council; Annemarie Roberts, Golding Homes; Lee Georgiou, Gravesham BC; Abi Germaine & Mike Haselden, Sanctuary Housing; Mark Foskett, Energy Saving Trust;

**Apologies:** Andrew Bircher, MHS Homes; Andrew Scott-Clark, Kent Public Health; Caroline Robbins, Look Ahead, Care Support and Housing; Clare Maynard, KCC; Debra Exall, KCC; Louise Taylor, Dover DC;Bob Porter, Thanet District Council; Jane Iley, Rapport; Mark Leader, WKHA; John Littlemore, Maidstone Borough Council; Melanie Anthony, KCC;

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| **Reference** | **Notes/Outcome** | **BY** | **Lead** | **Action/Decision** |
| **Introductions & apologies** | JE welcomed colleagues to the second full membership meeting. |  |  |  |
| **Public Sector Plc** | MMC Zero Carbon scheme working on in Sittingbourne.  Partners in public sector, historically local authorities but now housing associations too, with great representation across the country. Over the last two years have been working on how to use MMC to aggregate supply of housing and how to turn capital receipts in to a revenue stream. There are a range of strategies for sites.  Range of activities that take place with partners, creating a virtual house building capability, MMC homes are specific in their type etc. They have two contracts for the site in Sittingbourne, one for ground works and the second for the manufacture of the homes. Working with RP’s does bring forward land opportunities. There is an Asset Management arm to Public Sector Plus.  The site in Sittingbourne is Oak Road, with historic 50’s housing on the site, with a Bovis site to the rear. This is a site for 6 homes, delivered with Net Zero Buildings (a sister company of Public Sector Plc). The site was purchased from Swale BC with some development funding from Homes England. This is a 20 week programme which commenced last week. These properties are run on electric, use a warm air system and very air tight, from the external outlook it is not obvious that they are Zero Carbon homes. Volumetric housing tend to be narrow and long, due to the transport of the housing elements.  All 6 units for this scheme are for the rental market. Adam advised that MMC does open up the opportunity for new entrants to this employment market, due to working conditions.  Adam showed colleagues details of a former care home site in Bolton, delivery of 33 zero carbon homes working with a housing association, this will be the largest net zero carbon off site manufactured fully affordable housing scheme to be delivered. These are designed volumetric, they are not allowed to be more than 5m wide, highly insulated with an air source heat pump installed. Moving forward district heating systems may come back into favour, as well as district battery systems.  A big challenge is the misconceptions about what MMC is and a key to this is to develop a home that looks like a traditional home but is run in a zero carbon method.  Range of different price points for MMC, one of the differentiators can be the quality of the homes, less to no defects that can be experienced with more traditional built homes. Challenge around rents for these properties, how to ensure that these homes are found on searches for homes and share the benefits of living in a zero carbon home?  BH asked about the tenure of the 6 homes for Sittingbourne – private rented homes initially. |  |  | **For a copy of the slides please contact either Adam Cunnington or Mark Davis**  [**adam.cunnington@publicsectorplc.com**](mailto:adam.cunnington@publicsectorplc.com)  [**Mark.Davis@publicsectorplc.com**](mailto:Mark.Davis@publicsectorplc.com) |
| **WKHA Presentation** | TA and CM provided members with an overview of the approach by WKHA to the Covid-19 Pandemic. In Feb 2020, ahead of the national lockdown WKHA agreed and were due to launch their Strategic Plan, through this planning they had identified where to invest in the business, improve expenditure, outcomes and efficiencies. From the beginning of the pandemic the WKHA approach was to do what mattered, keeping people safe, housing people as quick as possible and preventing hardship.  Planning for their response to Covid-19 WKHA considered the worst case scenario planning approach, impact on the voids, arrears and income collection, planning their immediate and next step responses to the identified impacts. With regards to compliance essential checks/visits were made. Having access to an in house repairs team was beneficial to managing the repairs backlog.  Partnership working has been critical throughout the response and has improved upon existing working relationships through the sharing and learning of good practice.  The approach to repairs was planning ahead of the national lockdown, with the focus on emergency repairs, ensuring good communication with residents about this new approach. At the end of lockdown WKHA had a backlog of 3000 repairs, through target setting since the restrictions have eased this number has reduced to 51 outstanding. Initially WKHA limited visits to 5-6 per day, then moved up to 12 – 15, exploring the best use of PPE and how to access homes to reduce contact with residents. WKHA also offered overtime and a bonus payment in May 2020 for those undertaking additional hours and duties to reduce the backlog.  During lockdown lettings were suspended as per Government advice, now this service has moved to a more digital approach using virtual lettings and DocuSign.  With regards to the community response, 12,000 calls were made to vulnerable and older residents, with feedback that isolation and loneliness was a big impact upon residents throughout lockdown. WKHA continue to remain in contact with residents to combat loneliness through West Kent Together. Youth engagement has continued throughout lockdown and moved to a digital approach, which has worked very well.  WKHA have seen a big increase in Universal Credit claims, a 55% increase on the same period last year. Through a joined up approach the Income Team have used tracked contact, analysing who and why tenants are calling, tailoring responses and sign posting to meet the needs of tenants, anticipating the impact of external factors, such as the Furlough Scheme ending. There has also been a move away from traditional letter contact to texting and emails, which has resulted in a huge response. Also successful has been targeted campaigns through social media, the website and postcards, all these changes to approach and contact are likely to remain in place post Covid-19.  Augmented Reality for repairs is being piloted currently, after a review of the impact WKHA have learnt that it is a useful tool for all areas of the business, not just repairs but lettings, property inspection and tenancy reviews.  Currently planning for a second wave and how to mitigate the impact for all. Financial scenarios and business modelling continues and how this impacts the overall business plan for WKHA. Also planning for the impact of Brexit, managing and supporting staff wellbeing and their work load. With regards to Governance and support from the Board WKHA have worked to be forward looking, to shape a response based on the worst case scenario, using an agreed set of KPI’s to track the impact of the response undertaken, reporting to the Board weekly. The first item of business on Board meetings is Covid-19 response.  WKHA have also strengthened and worked in partnership with Sevenoaks DC with regards to homelessness, holding back voids for decant purposes or those requiring urgent isolation, also used for fast tracking homeless households how need a quick response to their housing need.  With regards to ASB, there has been an increase in the reduced tolerance levels of residents, more cases of noise complaints, WKHA working to offer support and to act as intermediary to resolve issues. | **ASAP** | **RS** | **Presentation Slides to be shared** |
| **Ace Informed Housing** | AG works for Sanctuary Housing. Last year KHG shared links about the ACE (Adverse Childhood Experiences) Ambassador Scheme and AG attended a session in Swale. The scheme brought together a number of professionals across sectors to learn about adverse childhood experiences and take back learning into individual organisations, changing AG perspective as a housing officer, especially in terms of tenancy sustainment, DA, ASB and rent arrears. To work towards less litigation, more sustainment and supporting residents.  AG has received coaching and follow up to help change the culture and approach within their respective organisations. Rolle out training internally at SHG, labelled ACE Aware (income and estates colleagues) and made policy changes also, with trauma informed worded embedded into policy.  Looking to make training available to the wider community of housing, other housing associations and local authorities in Kent and Medway, to raise awareness and implement change.  MH provided more information about ACE’s – this is a project enabled and funded by the Violence Reduction Unit, the particular area of interest is ACE’s, a term given to ten particular experiences that young people might have suffered up to the age of 18 years. ACE’s are very common, 9% of the population have four or more ACE’s, having this number can and does lead to the increased likelihood of negative outcomes throughout life.  Use the following video link for more information about ACE - <https://www.youtube.com/watch?v=XHgLYI9KZ-A>  There are going to be three stages to this overall project, as indicated within the slides. Colleagues are encouraged to join this programme and raise awareness, sessions will be delivered digitally, including a session around self-care for professionals. The time frame for the phases are from October through to March 2021. | **ASAP** | **RS**  **RS** | **Presentation Slides to be shared, contact details for Abi and Mike are included in slides**  **RS to share additional ACE details for KHG members to consider sign up** |
| **The EST Presentation** | MF is the Business Development for the EST, who were once Government owned and now changed the approach, tools and support for councils and companies for example. Working to mitigating the climate emergency, energy efficiency to make sure the home owners, the tenant and customer are more energy efficient. The vision of values has remained, leadership and expertise.  Reduce energy consumption and offer support to organisations, independent research and data to inform organisations, the messages are then clear about how to reduce energy consumption and reduce costings. The offer ranges from bespoke data provision, insight consultancy, how to support residents. There is also an insightful newsletter that EST can provide for colleagues.  EST are now reintroducing training through a digital platform, a workshop session covering the specific areas around energy efficiencies and how to combat fuel poverty, managing energy bills for example. Webinars can be tailored and bespoke to the clients need, all sessions are interactive. Can also offer ‘train the trainer’ sessions to continue to share the knowledge.  Certification – EST are happy, subject to verification to certificate a product, giving people confidence in the product/services from EST.  <https://business.energysavingtrust.org.uk/infact>  <https://business.energysavingtrust.org.uk/home-analytics>  <https://business.energysavingtrust.org.uk/communications>  <https://business.energysavingtrust.org.uk/energy-advice-training>  Email: mark.foskett@est.org.uk  Phone: 07834 737942 | **ASAP** | **RS** | **To share slides and supporting information** |
| **Matters Arising from Countywide Update** | RS advised that there is a written update from Adult Commissioning that will be shared with the meeting notes.  There were no matters arising noted. | **ASAP** | **RS** | **To share with notes** |
| **K&M Infrastructure Proposal Update** | DG provided an update on the K&M Infrastructure Proposal. There has been some modelling around delivery of homes that would be of interest to Government and the impacts for providers and local authorities in Kent and Medway, do still need to get final endorsement from Kent Leaders. A number of factors to consider is the empty homes programme, extra care housing and the impact on overall dwelling numbers, affordable housing – where there is a recognition that more affordable homes are needed. Work has been undertaken to understand projections of current and future delivery and what the impact of infrastructure investment by MHCLG would be on delivery. DG to come back to KHG in December with a further update.  JE reiterated the importance of the work for Kent and Medway and understanding the significance of this work. TA raised the potential impact of the shared ownership model and more insight on this when DG returns to the next meeting of KHG. BH advised that some feedback on the new proposals about SO housing to inform modelling and decision making for the proposition. TA advised that the G15 and CASE members are considering this jointly. | **For Dec** | **RS/ DG** | **RS to note DG a slot on the next KHG meeting (2/12/2020)** |
| **BLM KHG** | JE updated that the KHG EXB have a meeting after the KHG full meeting, a draft statement to be endorsed and shared on the KHG website. JE will then be looking for colleagues to lead on this piece of work, to form a working group to take forward the intent of KHG. JE read out the draft statement.  *In response to the Black Lives Matter campaign Kent Housing Group members have agreed that we must take a key role in leading the necessary change within our communities across Kent to combat racism in all its forms. We wish to increase our BAME representation within Kent Housing Group and that we and our members make changes that benefit our BAME staff and tenants within Kent. We want to hear from our members for ideas on how we can effectively do this. If you have any comments, please email* [*rebecca.smith@ashford.gov.uk<mailto:rebecca.smith@ashford.gov.uk*](mailto:rebecca.smith@ashford.gov.uk%3cmailto:rebecca.smith@ashford.gov.uk)  BH commented on how the statement should be headed up, under the key message and to not dilute the message of BLM, it was agreed to discuss further at the KHG EXB meeting.  MB commented on the conversations and how to take forward the BLM agenda and how to manage the political element/challenge around this agenda, as raised by some Porchlight Board members.  PD did comment on the political concern from the perspective of his local authority, supporting the content of the draft statement and the response from KHG. CA advised as a similar approach from the KSS CRC, referencing but also distancing at the same time. HB likes the approach of supporting equality and reinforce that this is not a political response. TA advised that being clear in the statement that it is a response. | **ASAP** | **RS** | **RS to update the KHG website once EXB confirm the statement** |
| **Homes England Update** | BA updated colleagues – BA is a Senior Manager in the Affordable Housing Growth Team, the key part is the AH Programme and to reinforce the launch of the prospectus for the five year programme for the AH programme.  The current programme is still open for CME, if there are providers or local authorities who wish to apply for grant and fit parameters can bid under the existing programme. The Move On Fund has had a one year extension and open for new CME.  **Homes England  - Affordable Housing Grant Funding**   1. [**Shared Ownership and Affordable Homes Programme 16-21**](https://www.gov.uk/government/collections/homes-england-funding-programmes) – this programme is still open for new grant offers via continuous market engagement.  Any new offers must achieve start on site in the current financial year and completion by March 2022. 2. [**Move-on Fund**](https://www.gov.uk/government/publications/move-on-fund) – this fund is open for new grant offers via continuous market engagement.  Following a one year extension to the programme offers must achieve completions by March 2022. 3. **Affordable Homes Programme 21-26**.  The [programme prospectus](https://www.gov.uk/guidance/apply-for-affordable-housing-funding) was launched digitally on the Gov.uk website on the 10th September.   In addition to launching the main policy parameters of the new fund, the Secretary of State has also announced details of the [new Shared Ownership model](https://www.gov.uk/government/consultations/new-national-model-for-shared-ownership) and [Right to Shared Ownership](https://www.gov.uk/government/publications/right-to-shared-ownership-initial-guidance-for-registered-providers) which will apply to homes delivered with the new funding.   Funding Routes   * To receive grant funding bidders will need to qualify to be a Homes England Investment Partner.  There are two routes to access funding: * Scheme by scheme bidding through continuous market engagement (CME). * A multi-year Strategic Partnership to access grant for a longer-term development programme.   Timetable   * Launch – 10 September 2020 * Stakeholder engagement – September – November 2020 * CME applications invited – anticipated before the end of 2020 * Strategic Partnership proposals invited – anticipated by the start of 2021   For further information or clarification about the AHP 21-26 , contact us at [ahp2126@homesengland.gov.uk](mailto:ahp2126@homesengland.gov.uk)  Paul Thomas commented on an issue experienced regarding affordability due to estate charges – one issue to keep an watching brief on.  MB asked about the proportion of the programme for social rented – the split of overall is 50/50 split between affordable or social rented and low cost homeownership, with no quota about the rented properties, what the provider wants or can deliver.  BA advised that the MHCLG are currently reviewing the areas to clarify the areas around where social rent is likely to be developed, more information on this will follow when available.  BA advised that the Right to shared ownership does not apply for local authorities. |  |  |  |
| **AOB** | RS to share the link with the minutes to the KCC Affordable Housing Select Committee - <https://www.kent.gov.uk/__data/assets/pdf_file/0017/110339/Affordable-Housing-Select-Committee-report.pdf> this is the final report.  Housing Ombudsman Repairs Session on the 13th October, still time to contact and get a place on the session.  RS to add a comfort break to the next agenda. | **9th Oct** | **ALL** | **Contact RS for details** |