**Present:**  Genette Pinwill, Chair & West Kent HA; Rebecca Smith, KHG; Ben McGowan, Moat Homes; Dan Prentice, Radcliffe Housing Society; Tom Harding, Medway Council; Vitra Cummins, Town and Country Housing; Julie Terry, West Kent Housing Association; Felicity Dunmall, Gravesend Churches Housing Association; Elaine Day, Steven Knowles and Mike Williams, David Edie, Dartford BC

**Apologies:** Matt Eddy, MHS Homes; Ben McGowan, Moat Homes; Anthony Crossley, Ashford BC; Helen Sudbury & Juliet Knott, Golding Homes; Tina Dust, Sanctuary Housing

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| **Ref** | **Notes/Outcome** | **When** | **Who** | **Action/Decision** |
| **Matters Arising October 2019** | Minutes agreed as accurate, matters arising –  RS to chase up a digital copy of the Cuckooing Protocol presented at the last meeting.  Chase ME about Policy for termination of tenancy. | **ASAP**  **ASAP** | **RS**  **RS** | **Chase CCC for copy**  **Chase ME for Policy** |
| **DBC UC Update** | ED provided an update on changes to UC that will occur over the year. Government have agreed to unfreeze a number of benefits to reflect CPI. Reduce child poverty and those who are carrying out fraud are prosecuted. JSA and UC the maximum sanction was 156 weeks, going to 26 weeks from November 2019, doesn’t impact on applications for DHP.  From April 2020 £10m fund to help vulnerable people claim UC, charities and other organisations to access the funding, currently CAB are undertaking this, not clear if CAB will continue to provide support. DR advised that CAB created a Complex Referral Form to submit to Job Centre Plus and raises their vulnerability issues, DR to share details via RS.  From Oct 2021 repayment for loans moving from 12 to 16 months, then from July 2020 2 weeks run on for JSA and ESA for transition to UC.  Self Employed have a minimum income floor the grace period will be changing from 6 months to 12 months, then Jan 2021 anyone claiming a severe disability income will be able to transition to UC. Still completing the managed migration pilot, still no outcome from this, the target for migration has been postponed. Managed migration is very experience to undertake, natural migration will be less expense.  GP raised the issue about a lump sum fund which then has to be linked to accounts as schedules then arrive two weeks later. The schedule comes to different organisations, either by post or by email. GP to follow up with DE and FD about how to access the schedule via email.  Further items or particular process/areas for future meetings to be shared with GP and RS. Agreed to leave UC on the agenda. ED can provide any updates on housing benefit if required in the future. | **ASAP**  **As req’d** | **DR**  **GP** | **DR to share details of Complex Referral Form**  **GP to make contact with FD and ED about electronic schedule** |
| **ASB at DBC** | SK provided colleagues with an ASB overview and other work in Dartford relating to community. 76% ASB on a weekly basis alongside other elements of estate management. Have spent time analysing data and undertaking profiling of tenants and communities.  Have concentrated on the Localism Act and the ASB, Crime and Policing Act 2014, with the latter assisting with partnership working. DBC has experience of good practice and learning.  DBC trailed the ‘Broken Windows Theory’ and had a look each month on what to tackle that would benefit and impact on communities locally and residents responded well to that focus on particular issues. DE and SK were signing of the CPW (Community Protection Warning), with housing officer’s investigation work. A good approach to low level ASB.  High level ASB – used the same process using CPW. The majority of these cases did not want to engage with DBC colleagues. Use of injunctions proved successful for DBC. The LA can provide an RP with permission to serve a CPW, BM advised that Moat have a good relationship with Medway CSU who work with them on such issues. There has been a growth in leasehold properties and therefore engagement with Managing Agents, these are challenging in resolving. The relationship with partners and key agencies is key to ensure that ASB can be resolved effectively and sustained.  What is the consequence of a CPW? This sets out behaviours and timeframes and is in place for 12 months. Failure to comply results in a notice being served and referral to court or issuing a fixed penalty notice. If an RP has served the CPW and delegated authority any future action is the responsibility of the local authority. A CPW directly tackles behaviour and doesn’t immediately threaten the tenancy. If a fixed penalty is not paid they are referred back to court.  If a case proceeds to notice stage and it is breached an interview can be undertaken under caution.  Case studies and statistics shared by SK as part of the presentation. DR advised that in Croydon the local authorities are considering issuing CPW/N’s to RP’s who are not managing ASB tenants. SK agreed that he would clarify whether any local authority can delegate authority to an RP or take further action or does it have to be the LA in the area where the notice is required or has been served.  CPW/CPN can be used to gain access for non-access for servicing. DE/SK to share details of the policy/briefing with colleagues. It was agreed to consider for future training/information session for KHG events, including Barrister used by Dartford BC. |  |  |  |
| **SE Water Presentation** | CB unable to attend, item to be moved to the next meeting. RS advised that SE Water are keen to work/engage with housing providers about supporting more vulnerable clients, to ensure that vulnerable residents are able to access the Priority Services Register and the most appropriate tariff. |  |  |  |
| **Make a Stand (MAS)** | Which are authorities are signed up to Make a Stand campaign and the overall approach to DA. JT from WKHA advised that they are reviewing their DA policy with a view to sign up to the MAS campaign and considering DAHA. Also looking to work collectively on the Safer London Pan Reciprocal agreement, with set criteria about management transfer agreements, how to manage the move safely and quickly, working across different local authorities can result in varying responses.  RS advised that KHOG have reciprocal agreement which is signed by all LA’s with the exception of Medway. There was a discussion about looking at this recent redraft alongside the Pan London model of working, the Pan London also have templates and sharing learning.  Review the existing reciprocal agreement and what the options are whilst understanding the potential offer from the third party to establish what the opportunities are. BM to put relevant contact in touch with JT re Pan London. RS to ask Stuart Clifton to attend the June meeting to be part of a more detailed conversation about the opportunities for Kent and Medway. | **With notes**  **ASAP** | **RS**  **RS**  **BM** | **RS to share link to KHG DAHA Presentation Sept 2019**  **Add to June KTMSG agenda**  **BM to share contact details with Julie Terry** |
| **KF&RS Report** | Report from KF&RS shared ahead of the meeting, with a view to ensure that colleagues are sign posting and messages to share with tenants about where they access furniture or items that are gifted or furniture left in the home. |  |  | **Colleagues to share as appropriate** |
| **S21 Notice** | GP advised that the last update from the NHF was that this will happen but not sure on the implementation or timing.  Colleagues to brief or share as more updates come forward. DR to share any additional information and to remain on the agenda as a standing item. |  |  | **RS to note for agenda** |
| **Pet Policy Discussion** | Helen Sudbury asked for this to be raised but was unable to attend. John Littlemore has raised this as an issue and barrier around assisting vulnerable clients and supporting when moving into TA or into permanent accommodation.  WKHA has recently updated their Pet Policy, they are permitted in the majority of homes with the expectation of where there are shared premises, with a managed application process, including caring for pets in unforeseen or planned absence. In schemes one small dog or house cat is permitted. WKHA have had a challenge from a scheme resident and have worked with partners to ensure the best outcome. WKHA to share example of new policy if colleague’s request, JT advised that this has not increased an administration burden for staff, spend time and resource campaigning around pet care and moving towards prevention of any issues.  John Littlemore would like to set up a T&FG to look at this issue, JT, FD both volunteered, DE advised that he will ask at DBC about a volunteer. | **ASAP** | **DE** | **Colleagues to share policy with HS**  **DE to confirm if DBC would like to be part of T&FG** |
| **Vice Chair KTMSG** | Role of VC in the main and the work of the group. RS to put back out to the wider group and colleagues to respond within the deadline (3 weeks). | **By 20th March** | **ALL** | **Colleagues to notify RS of interest in role by 20/03/2020** |
| **Fixed Term Tenancies** | GP advised that WKHA are reviewing Fixed Term Tenancies having taken the decision to use them moving forward, GCHA have removed them via a Board decision due to the Housing Green Paper and internal data and administrative burden (had them for 5 years), TCH are phasing out now merger with Peabody, Radcliffe have FTT and are keeping them, have had them legally reviewed recently and are linking to tenancy audit, Moat have used them but are phasing out, Medway are still using them with a recommendation report to phase them out, with no tenancies having been ended. FD advised that GCHA felt that they didn’t sit with the community focus and ethos of the organisation, asking households to become an invested member of the community without security of tenure. Dartford BC are reviewing the use of them currently and producing a report. FD happy to share the recent GCHA Board report. | **As avail** | **FD** | **FD to share GCHA Board Report** |
| **AOB** | Next KTMSG Agendas (June/Oct) – DAHA/Reciprocal, UC and S21, Homes Act discussion (preparation or impact), discussion about Resident Annual Reporting and how Housing Management are reporting their performance through this communication, Voice Scope would like to present to KTMSG and focus on arrears – GP to look at them in more detail or potentially have 20 mins on the agenda. FTA – how are colleagues managing them? FD have a meeting planned with Housing Partners and their offer to collect former tenancy arrears, FD to share back with the group once met with them.  Housing Partners – DE shared an email from them about how data is held and notification if held outside the EU. This is more applicable to organisations who subscribe to Home Swapper.  Tenancy Training with Virtual College – Dartford BC are exploring this, it has a number of modules around sustaining a tenancy, Golding Homes are using an aid for their residents, Virtual College are currently updating their modules, agreed to invite to a future meeting. | **ASAP**  **ASAP** | **GP/RS**  **DE** | **RS and GP to agree order for future meetings**  **Colleagues using Home Swapper to be aware of change**  **DE to share contact for Virtual College to come to future meeting** |
| **Multi Agency Hub** | MW provided an overview of the Dartford Hub – a space for partners to come and work in Dartford in house, to access staff and information, to support clients with most complex needs and assisting with caseloads. A new focus on prevention, earlier and proactive, 56 days to prevent and relief those threatened with homelessness.  The Homeless Reduction Act Code of Guidance has resulted in the setup of the Hub in Dartford, with more details in the slides shared, providing a more holistic service response. Not all services are present in the Hub physically but do understand the partnership arrangements and commitment.  There are protocols in place for data sharing and software has been developed to support the sharing of information. Referrals between agencies about a client are usually via managed appointments, to manage the demand and with agreement of the client.  There are a number of RP’s who DCB would like to invite to be part of the Hub, colleagues with stock in or around Dartford who are interested in using the Hub as a base to make contact with Mike or Toni Carter at Dartford BC. The slides indicated what agencies are in place and what agencies DBC are working with to bring into the Hub.  The Hub is about prevention of homelessness, supporting those with complex need and tenancy sustainment. BG advised that Moat Foundation colleagues will be directed to the Hub to support residents of Moat who are living in or around Dartford.  Unless a Duty to Refer Dartford BC is the lead for a case and Joint Plan. | **With Notes** | **RS** | **RS to share slides with colleagues** |

**Thanks noted to Dartford BC for hosting and provision of refreshments.**