**KHOG Teams Call Summary Meeting Notes – 29th October 2020**

**Attending** – Stuart Clifton & John Littlemore, Maidstone BC; Zoe Callaway, Swale BC; Robin Cahill, Rachel Westlake, Hazel South, Chibuogu Nyananyo, KCC; Lora McCourt, Canterbury City Council; Jessica Bailey, Thanet District Council; Raymond Easdown, Medway Council; Vicky Hodson, Kent Homechoice; Lin Guo, Kent Public Health; Claire Keeling, TMBC; Elly Toye, Dover District Council; Toni Carter, Dartford BC; Zsofia Imre & Lucy Baker, MHCLG; Chris Hammond & Chris Bishop, Riverside; Raymond O’Shea, Ashford BC; Sophie Valentine, TWBC; Cynthia Allen, KSS CRC; Stephen Barker, NPS; Mark Damiral, Folkestone & Hythe DC; Mike Barrett, Porchlight; Lee Georgiou, Gravesham BC; Paresh Acharya, Help to Rent

**Apologies** – Christy Holden & Rachel Britt, KCC; Kellie Pettet-Steele, KCC; Marie Gerald MHCLG; Victoria May, Thanet DC;

SC and RS advised that this meeting is being recorded via Teams and the link to view will be shared with all those invited and colleagues from Kent Public Health as part of a study they are undertaking.

**Actions & Key Points from 10th September 2020**

Page 5 – Jessica Mookherjee from Kent Public Health has contacted colleagues about rough sleeping numbers for flu vaccinations, colleagues to respond with details as requested.

Page 5 - CK advised that MAPPA colleagues will likely want to attend a future KHOG once all feedback on the protocol received.

**MHCLG Update**

ZI introduced herself to the group, new RSI Advisor for Kent, taking over from LB who is focusing on other areas for MHCLG, has a background in rough sleeping and outreach. Has capacity to cover all of Kent, recognising the need for a regional approach.

The NSAP and announcements released yesterday with regards to funding allocations, happy to discuss outcomes of bids at upcoming meetings, if not yet booked please contact ZI. [ZSofia.Imre@communities.gov.uk](mailto:ZSofia.Imre@communities.gov.uk) Supporting mobilisation of these bids moving forward. Upcoming Cold Weather Fund, this will be announced in due course with further funding to help local authorities accommodate rough sleepers in cold weather.

Transformational Fund for Faith and Community Groups, funding to support these groups to provide single room accommodation for those homeless in cold weather, as not supporting traditional dormitory style accommodation due to Covid-19. Applications now open for this fund.

The November yearly count discussion is under way, to ascertain rough sleeping numbers.

RSI 4 is pending through the Spending Review at the end of November, once more details available they will be shared. Next year will be year 2 of the NSAP.

<https://www.gov.uk/government/news/funding-allocated-for-3-300-new-homes-for-rough-sleepers>

<https://www.homeless.org.uk/connect/blogs/2020/oct/20/homelessness-winter-transformation-fund-launches>

MB advised that in local press today there has been a number of units for rough sleepers in Maidstone and if this was correct, ZI would need to confirm and come back to MB. MB to share link or information to MHCLG for clarification.

**Help2Rent**

PA provided a verbal update, currently working and uniting boroughs in Birmingham, allowing properties to go only to Midlands’s tenants, moving a similar model out to Essex boroughs, uniting them as a county area. This will go on the basis of the host borough first for 72 hours and if they can’t allocate to then goes to all partners. There is also the option to allow shared accommodation to be let through a matching process.

PA is currently working with some districts in Kent, if other authorities interested to partner to have access to Private Sector properties for Kent residents only, this would prevent London Boroughs and tenants from seeing the available PRS properties.

Tenants are asked to complete an income and expenditure form, this will then allow them to only see what they can afford. With regards to the Insurance element there is an agreement there is 0 excess, legal cover is £25,000, these have been under review over the period of Covid-19. Also supporting Leaving Care and MAPPA tenants.

All compliance certification is required from the point of the advert being ready to be uploaded, making the letting process simple/seamless.

PA advised SB that there is a referral form for MAPPA cases which are completed and shared with the Help to Support team, moving them to appropriate accommodation and areas, also working with employment side, enabling them to get work experience if appropriate. These are looked on a case by case basis.

Contact details for Paresh Acharya - Chief Executive Officer, Help2Rent Ltd, London

Mobile 07712 249596 / [paresh.acharya@help2rent.co.uk](mailto:paresh.acharya@help2rent.co.uk)

**PRS Access and Incentives Discussion**

RS advised that the updated information will be shared with the meeting notes, any missing information can be shared with RS for final share ahead of the December meeting.

TC advised that they are reviewing our landlord offer at present as only using Help2Rent very rarely at present (there have been some difficulties when landlords need to make a claim on the insurance that is worrying us). We are therefore mostly offering rent in advance & deposits with loans where affordable

RO advised that there is some stagnation for Ashford, the social lettings agency is active but not under pressure and they are keeping a watching brief on the decisions about Court action and how this may impact the access and demand for PRS accommodation.

**When Placements Fail discussion**

RO opened the discussion about the process when placements fail and the person in situ does not have support or wrap around and is isolated, how to support regionally to protect the person when a placement fails. Is there anything to do when placements are first made to ensure that if it fails what the appropriate steps are and who should be engaged to ensure the person does not loose support or engagement?

JL advised that there is a broader issue than those placed under Homelessness Legislation. Before agreeing how to provide support/assistance we need to be clear about what client groups are being placed, allowing for each conversation and action to directed appropriately. RO suggesting we consider one client group or scenario and how to manage and then considering a wider remit.

JL will share what is drafted in the placements protocol, this was placements under the Children Act as well as under Part 7, and this will help start the conversation. **ACTION** – JL to share draft protocol.

ACTION – agreed to review the draft protocol and

**Out of Area Placement Protocol Update**

JL attended a meeting in mid-September, an opportunity to discuss all the work pulled together so far. The LGA have paid Tim Woolmer (KCC) to draft the document, he had all comments and obtained Counsels opinion and further briefings with London Authorities, with some feedback and opinion frustrating the process. This work has been progressing for twelve months and trying to avoid watering down the document and purpose. JL will share what he can to date, it is lengthily and does provide detail around scenarios.

JL confirmed that both Tim Woolmer and Debra Exall from KCC are both represented along with Social Services colleagues from KCC.

JL or other colleagues to liaise with LB at MHCLG who will raise this with the HAST team if there are concerns about out of borough placements.

**Kent Public Health Update**

No update from LG specifically. LB questioned about flu vaccination for rough sleepers, RS advised that KPH colleagues have been in contact with district colleagues about accessing vaccines for rough sleepers, JB confirmed that this can be through winter provisions or drop in centres. There are also plans underway through James Ransom (CCG) about GP and provision of time/access for rough sleepers.

JL advised that James Ransom has drafted a report for the Primary Care Trust Committee, looking at a proposal for a three tier service with an identified GP surgery per district and have an outreach service, looking at their longer term requirements. Also thanked colleagues on an update regarding numbers provided regarding rough sleepers accommodated and Covid-19 to James Ransom.

JL also met with a West Kent colleague about additional Mental Health Services, another positive conversation and pathway, the CCG will be across Kent once finalised so pilots underway now are likely to be countywide moving forward.

Colleagues to raise any specific questions to Lin Guo – [lin.guo@kent.gov.uk](mailto:lin.guo@kent.gov.uk)

LG raised how to support those who are unable to access testing centres, logistically and how to them access accommodation which they may lose access to if unable to access a test? Speed is an issue. SC confirmed that this was a good point to raise. **ACTION** - LG was asked to take back and raise with PH colleagues. LG advised that if there is accommodation with more than two cases of Covid-19 this can be escalated as considered as an ‘outbreak’. LB advised important to notify local teams about specific multiple units of accommodation, including data of who will be on site to enable suitable planning.

LB advised that there was one authority in Kent who did have success around testing and response in specifically sourced accommodation, LB to share details for good practice.

**Commissioning Updates (Adults, YP and Domestic Abuse)**

**Domestic Abuse** – RW advised that services are still being delivered, including face to face, working hard to ensure business continuity and planning/preparing for Brexit and a potential second wave of Covid-19, services want to be ready and proactive. Refuge vacancy rate is at 10% as at last week and providers have been successful in obtaining additional funding should they exceed void rates.

There is a 16 day Conference going live from 25th November to 10th December, 16 days of action time, bite size information each day, raising awareness about DA, professor from Tizard Centre who will talk about DA and learning disabilities, if able to join to let RW know, **ACTON** – RW to share details about how to join via RS.

Hospital IDVA scheme, theCCG funding to continue for the William Harvey in Ashford and Darent Valley Hospital in Dartford until March 2021, still working on longer term planning for this service.

The DA Bill is progressing, CN is supporting the team on this preparation work, mapping services across Kent and will be in touch with colleagues about non-commissioned services in their areas, safe and sanctuary types of accommodation.

A consultation is open at the moment about New Burdens Funding, RS will share the draft KCC response with these meeting notes, RW posed the question about whether other authorities want to join up with KCC in a response. The proposal from KCC is based upon using funding on a population based calculation. **ACTION** – RS to share consultation link and KCC response.

CN advised that she is new in post with a focus on Domestic Abuse, getting ready for the new DA Bill. One issue is safe accommodation, including sanctuary schemes, non-commissioned KCC accommodation across Kent. If any colleagues have information to share please do contact CN [Chibuogu.Nyananyo@kent.gov.uk](mailto:Chibuogu.Nyananyo@kent.gov.uk)

CN would also like invites to a future DA Forum within the district areas, this same ask has also gone to the Providers directly.

**Adults Homelessness** – RW to ask MG to provide an update to follow the sharing of the minutes. **ACTION** – RS confirmed that Max Guest to share an update week commencing 2nd November.

**YP Services** – RC provided an update, with regards to UASC Government is still managing new arrivals with KCC still operating three reception centres across Kent, and are now able move through this process/accommodation and into supported accommodation. The National Transfer Service is still in operation, with 150 children being placed outside of Kent to date. Working on providing a local offer for young people with disabilities and accommodation options. Recently launched 4 E-beds in the YPSAF Service, managed by the Prime Providers, these are for up to a 3 days max stay, for example a CIN (child in Need) who has no accommodation until a Joint Assessment is undertaken can use the bed.

Move on accommodation from supported accommodation is still difficult, been considering the guidance from MHLCG, will start to issue 6 months NTQ to those who are over 21 and no longer have support needs. The commitment will be that the YP will take ownership to source accommodation during the notice period, including the KCC Private Rented Guarantee Scheme, that they are bidding and exploring all other opportunities that local authorities may have. KCC will notify the local housing authorities once the NTQ period will begin, this will be staggered and start in the coming weeks.

HS advised a good news story that there is YP who was street homeless historically who is just about to start university, and since April 2020 there have been 47 successful move on’s, a third of which are CIN. The partner YLF are completing assessments for UASC already in the care of KCC.

**KHOG Protocol Updates**

**YP Protocol**

This is almost at final draft stages, agreed to add the point about the E-bed as mentioned by RC. The leaflet has been in the final draft with feedback from a YP due back, HS to share once received. There has been guidance issued by MHCLG and DoE about supporting Care Leavers, which is timely and will be considered as part of the review.

The timescale for getting feedback on a final draft will be short, the system that KCC colleague use for sharing guidance and information has a short time frame and RC is keen to get a new version of the protocol on this system to be viewed by all those who need to see and use it.

**MAPPA Protocol** – This protocol came from the Strategic MAPPA Board, this was shared and feedback collate via CK to help inform another draft version. CK will confirm if colleagues wish to have a slot at KHOG and feedback on an updated draft document.

**Hospital Discharge Protocol** – Drafted by and shared via a F&HDC colleague with KHOG recently, with consideration of adapting the F&HDC version to a county wide version, but there was no feedback from colleagues. CK did feedback, experiences at hospitals is so varied and the form suggested for use would involve time and capacity that NHS colleagues may not have time for, particularly with Covid-19 currently. Would consider working with co-ordinators already in place and target. **ACTION** – to feedback to F&HDC that no particular appetite for this protocol at a countywide level currently, and to consider it at a future stage. MD advised that pre covid-19 did have experiences with hospital discharge & homelessness and whether the protocol is required moving forward. There is a co-ordinator working in two hospitals which is effective in terms of appropriate discharge. MD to feedback to Kimba at F&HDC.

**Intentionally Homelessness Families Protocol** – The review of the protocol was started at the beginning of 2019, needs updating to reflect the changes to the HRA, needs to be more proactive and inclusive of having tiered support through the referral process and what services are available through Early Help. **ACTION** – First a conversation with the Front Door and Early Help Services before establishing a small T&FG to work on this protocol.

**Delta Returns**

RS to check with Kent Chiefs contact at KCC about whether the Kent Chiefs still require this data to be collated and shared and how often.

**Any Urgent National Policy, Case Law Updates**

Guidance on Care Leavers Protocol already mentioned, DA Bill also mentioned in the meeting.

**AOB**

JL attended a SE Home Office Conference Call, around the issue of migrants and asylum seekers, the point of discussion and notifying LA’s in the SE, who is accommodating those who are entering the country. Government putting pressure on the SE to do more. Clear Springs are contracted by the Home Office to accommodate this group, JL to raise awareness that Clear Springs may be in contact with colleagues about this issue of accommodation. JL did raise with Clear Springs that they are not notified who is placed in a borough and have made a commitment to share these details if requested of them.

CA referenced the extension of MOJ Covid Specific accommodation support scheme, expecting an announcement about the scheme. If signed off the scheme will be similar as per the previous scheme, more of a focus on helping people get into sustainable accommodation rather than a reliance upon hotels. The Central Homelessness Prevention Team have put a request out to the market, social and supported housing providers in particular, to see if they could make accommodation available on a nightly let, up to 56 days leading to move on into a tenancy or licence. CA will keep colleagues updated about the progress on this.

JB asked if there is going to be any funding or the establishment of in reach support workers for these placements, as some may not be tenancy ready. CA confirmed that the funding is purely for the 56 nights’ accommodation. However, as coming from prison will be under licence for a minimum of 12 months so there will be support from the Through the Gate officer prior to release, case manager and release officer as well as services and wrap around for these individuals when released. CA confirmed that there will be continued commitment to liaison with partners to avoid duplication and ensure the best outcomes for those being released, the Duty to Refer is a critical element of the process, any concerns with CRC cases to be fed back to CA.

SB also raised about the aspiration to coordinate and track placements, especially for temporary accommodation placements, this can be managed through both the CRC (Mark Foster) and NPS. (Bally Majhail).

SC raised a query about a positive test result and release date during isolation period, should the LHA accommodate? CA advised that for a case in Surrey they had to work through the local housing team to get the person tested before being accommodated. **ACTION** – CA to raise as a point of query at a forth coming National Group meeting for guidance from the MOJ and share back.

JB asked if testing is being done in prisons, if tested positive will they remain in prison if positive or released early and clients who don’t have access to testing results. Cannot keep a person in prison pass a release date if they are positive, this is not lawful, they cannot also release early due to Covid-19 symptoms, if seriously ill they would be transferred to hospital. Prisoners are being provided with devices as part of the Covid-19 response, which should assist with testing responses.

ET made colleagues aware of a new triage option that s21 does not expire in 56 days, for local authority colleagues. SC advised that Maidstone have taken the view about getting more information at an early point in the contact with a potentially homeless person/household, and have developed in-depth correspondence for the person who has been served Notice, enabling tenants to be more proactive about housing options.

VH advised that s208 automated email is now on the test site, with some additional work required and a contact detail for each LA would be useful to help VH move from the test site to the live site. VH advised that when someone is placed into TA there is an automated option to send the email out to the LA area that the placement has been made in, the work to do is to ensure that the TA set up has the local authority area in, write the email template to be used, this can be individually or agree one across all of Kent. Once all set up completed then it is a yes to notify and it will show in the communication log.

CK advised that have had a rough sleeper death, has anyone had any reviews of a death in TA, are they happy to share a review a procedure of a review for a rough sleeper death, CK would be very happy to receive any assistance. **ACTION** – anyone to share if possible. ROS to explore and share with CK a example to CK and JB. CK does have a Haringey\* example and if used this does have to be referenced.

\*(Haringey are a unitary authority).

**NEXT MEETING – 10th December 2020, 10am Microsoft Teams Call**