**KEG Meeting Notes 8th December 2020**

**Attending** – Lewis Kinch, Optivo; Helen Critcher, Golding Homes; Rebecca Smith, KHG; Tracy Marshall, Gravesham BC; Loren Paine, Folkestone & Hythe DC; Louise Gray, Dartford BC; Gemma Foster, Riverside; Emma Henry, WKHA; Vikki Perry, Ashford BC; Linda Perkins, Golding Homes

**Apologies** – Steve Martin & Matt Smith, Southern Housing Group; Helen Charles, TCH; Kathryn Harrison, ERHA; Lynsey Brogan, Hyde Housing; Ian Long, MHS Homes; Felicity Dunmall, GCHA

**Changing Minds Kent Overview Presentation**

SM provided an overview of CMK and how they became an all-encompassing Community Project, trying to help people understand good and bad mental health and all the elements associated with it. There are two sides of the business, social inclusion and corporate side (training and wellbeing groups) SM is responsible for the social inclusion. All monies received from corporate training is recycled into the social inclusion work.

There is an Employee Wellbeing Programme, support for those providing support for other.

SM runs the lodge in Westgate on Sea, a community hub, a volunteer led project, also do mental health first aid training, also offering mentoring and peer support and from January 2021 will be working with DWP around employment ready work. There is a personal trainer as part of the team and a life coach who is working on the Fit and Fed Project.

CMK is a organisation, only in operation over two years, have adapted services over 2020 due to the pandemic. Life Boat Project developed in March 2020 (lockdown #1) – food parcels and toiletries provided to those in need. Also taken time to apply for grants for 2021, with the hope that services will return to usual practice.

Fit and Fed at Home – trailed in the summer with Hearts Down Academy School – received referrals from schools about families that could benefit from support, a hamper of fresh food and recipe cards, sports equipment, helping over 250 families through Fit and Fed, this led to grant from National Lottery so working with the Royal Harbour Academy, again with provision of food and sports equipment.

There is a Mentally Fit channel on You Tube run by the Personal Trainer.

Currently socially inclusion work is based in Thanet, from the New Year would like to broaden the scope to outside of Thanet.

RS to share slides with the notes and the You Tube video shown as part of the presentation is here - [What we do here @ Changing Minds Kent CIC - YouTube](https://www.youtube.com/watch?v=Y1RYDo37s84) <https://www.youtube.com/watch?v=Y1RYDo37s84>

**Housing White Paper Discussion**

Timely paper and relevant information coming out from Government, the knowledge and concerns that residents have and when they are ignored the consequences can range in severity. Really pleased with the Resident Engagement aspect and the resident voice in to the business and the impact of this upon the business.

RS to share the slides from a recent Residents Network HQN event about the White Paper, which had a range of speakers about the impact of the paper.

LK advised that there is a webinar later today on the paper from a legal perspective. LK would recommend colleagues to read through the paper, not all relevant but still all useful.

TM advised that carried out a review at GBC and really keen to engage with residents moving forward. TM has asked for a pot of money specifically for residents to use or be engaged with regards to works locally/to complete a wish list. Also looking to recruit a second Tenant Participation Officer to support this new approach. TM to share the ideas from residents via RS for others to consider and use.

**General Catch Up**

LK advised that positive news with the first vaccine being delivered so should lead to a return to normal working practices within six months.

Working on Fire Safety and had a good response to residents wanting to take part to online training, four workshops this week and communications about fire safety improvements. Hoping to use this positive response for recruitment for engagement. Also working on the Anti-Social Behaviour service with residents, approaching those who have experience ASB, giving the opportunity to share experience and improve the service. All workshops are targeted at those to whom its relevant, for example those who have experienced ASB or those living in high rise accommodation.

LK advised that now have a change in demographic with younger people involved and also residents who are able to engage on line who wouldn’t in the past attend meetings in person, the engagement of residents is also more diverse. Optivo are using incentives, the money not being spent on events is being used to fund this and this has been successful, offering £10 vouchers.

HC advised that LP has taken on a Customer Engagement and Experience role at Golding Homes, LP advised that GH have been undertaking residents surveys, linked to a recent transaction with GH (repairs or allocations teams), satisfaction scores and pre text questions are part of the survey, brilliant feedback to use and having the resident voice to impact upon the business. Management are having to action the feedback, this will be a rolling programme of survey. Response rate is about 10% currently, possibly going to explore incentives as part of the survey work, will measure the impact of this. Some survey work may be better dealt with via telephone work and the opportunity to have a more in depth conversation, would like to hear from others about their work.

TM advised that GBC spent April and May undertaking vulnerability calls and built up really good relationships and tackled isolation, and moving forward to continue with an agreed number of calls, which will tackle isolation/loneliness and also build relations and survey work, residents responding well to more localised calling.

HC advised that still working with the Mason Mile on the weekly mile and working with Ambassadors to be trained (GH residents) who are walking with others, a way to continue community based work.

LK advised that one difficult area is staff working with Assisted Living Schemes and those more vulnerable residents where contact with others has been very limited since March 2020.

GF advised that Riverside are using Facebook Live and using this as a way to join the call, Housing Officers and the Affordable Warmth Officer have been using this as a way to communicate. Most work is on line now, have been undertaken calls to residents along with on line work.

HC advised that GH now have a resident’s portal with 130 residents testing as it grows, moving forward being able to use this as a platform to engage with residents and communities will be really useful. EH advised that WKHA are working on a portal too and use a Facebook for groups, some used by residents to ask questions, positive experience overall and did use incentives initially to spark interest. EH and LP to touch base after the meeting. LK advised that Optivo are looking at their platform and how to engage and the staffing of this moving forward, responding to comments etc. Need to consider the investment as engagement platforms can be an expensive investment.

**AOB**

Agreed to continue with regular catch ups via Teams moving forward and will commence in February 2021, RS to share details.