**Present**: Genette Pinwill, Chair & Golding Homes; Rebecca Smith, KHG; Tom Harding, F&HDC; Anthony Crossley, Ashford BC; Tracy Chambers, Medway Council; Felicity Dunmall, GCHA; Helen Ayers & Verity Johnson, Dover DC; Julie Terry, WKHA; June Heslop, SHG; Keith Cane, TCH; Matthew Eddy, MHS Homes; Matthew Robbins, Optivo; Jill Rogers, Gravesham BC; DSI Shaun White; Vicky Hodson, Kent Homechoice

**Apologies**: Ben McGowan, Moat; Helen Sudbury, F&HDC; Simon Davis, Medway;

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| **Reference** | **Notes/Outcome** |  **When** | **Lead**  | **Action/Decision** |
| **Introductions** | GP welcomed everyone to the group call. |  |  |  |
| **Kent Police County Lines** | DSI Shaun White, countywide Gangs Lead for Kent, response to county lines and also diversion and intervention, including Housing. Three teams in Kent, North, East and West with 30 officers working across other forces in Kent and across the UK, working with the NCA, will be targeting individuals who are involved in county lines and how to work with partners to support vulnerable adults, diversion and intervention opportunities and raising awareness. How do colleagues want to work with Shaun and his team, how can we safeguard the residents of Kent? Working with Courts to ensure substantive sentences for those engaging in this criminal activity.How to engage with training and being aware of what is coming forward? To remain the eyes and ears within the community when working, have the confidence to challenge and bring forward concerns about safeguarding for vulnerable adults. Can use Crime Stoppers as a referral point or via the Community Safety Units. SW advised that there are some training videos and packages in development that can be shared when completed. |  |  |  |
| **Kent Homechoice Pre Tenancy Training Offer** | VH advised that KHC started looking at pre tenancy training and to develop a Kent wide approach, with a presentation from Virtual College and partners within Homechoice also having pre tenancy offers. To avoid duplication a working group was established to explore a resource available to all, including research, to have a product that would be available all the time to see. KHC have produced a You Tube video about housing application and the process. KHC have used a previous template for a pre tenancy information pack and used these to develop around 7 short films, VH shared. The most popular has been ‘types of tenancy’, other short films are in development, with the intention that when all developed they will be kept up to date and emailed to those on the housing register as bite size emails, so all have the opportunity each week to watch and refer back to. They are on the KHC website and on the KHC You Tube page. GP to share a reminder in WKHA to proactively share and remind colleagues to share, as others should. Some are generic some are Kent specific. Colleagues to share feedback or suggestions about additional short films to produce. FD suggested Gas and Electrical Safety testing, a legal requirement and why undertaken to raise awareness and why access is required.  | **As approp** | **ALL****VH** | **Colleagues to make the reminder about sharing these with their own organisations****VH to note this suggestion from FD** |
| **K&MHS Implementation** | Tracy Allison is the Vice Chair of KHG and is very keen to tease out how the work of the sub groups is working towards the objectives of the Kent and Medway Housing Strategy, how to connect outcomes to the KHG and show the impact of the work being undertaken. This could be the Virtual Lettings Guide for example and will be touching base with sub group leads again in September.  |  |  |  |
| **DA Reciprocal** | RS updated that Sean Richards attended the last meeting about reciprocal arrangements in Kent with landlords responding to domestic abuse. Sean has since moved roles within Clarion but his manager Lisa is taking on this piece of work. There is currently a reciprocal agreement between local authorities in Kent but this was aimed at managing the equal share of reciprocals across all the district areas, there is a meeting set up with GP, RS, Lisa and Stuart Clifton from the KHOG to discuss the potential to either expand the existing agreement for housing providers or whether a standalone DA reciprocal is the best way forward. RS to feedback following this meeting in early May.  | **May** | **RS** | **Feedback outcome of call re DA reciprocal agreement for Kent**  |
| **Standing Items** | Court Proceedings/Hearings – Roundtable – FD advised that return to the office, annual tenancy survey results and setting the strategy for the next three years and response to the White Paper. JR advised GBC are starting consultation with residents in response to the White Paper and have employed two Tenant Engagement Officers. FD advised that documentation still being via digital process, starting to meet residents on individual basis with social distancing in place. Using a hybrid approach for lettings and will be fore mutual exchanges.JH advised that right to rent checks on the 30th March there was an adjustment to the checking of the documents, what does this mean and how to get communications to staff to ensure that when they undertake tenancy renewals how it will be undertaken, using PPE and being risk aware. JH asked about rent arrears and if anyone looking at setting figures or suggestions about strategic approaches and changes to this. WKHA advised that their strategic approach is a push to continue to evolve and learn from the insight of who needs assistance, what the customer insight evidence suggests is required and what the needs are, it could be fast changing about who needs it and what the response looks like. Are employment and welfare services aligned for example? Has the way you work and negotiate with customers changed following the stay on evictions and court proceedings, especially when still able to collect income through the pandemic? HA advised that DDC have put an additional Money and Benefit Advisor in place to become more proactive, supporting on first contact, tenancy sign up and has been successful, DDC employ two advisors now. Have also got Eviction Exception Cases and had one for 28th April and application to Stay was dismissed by the Judge, there are three more evictions due in early May. JR agreed that balancing proactive approach and to continue the conversation at a future meeting. FD advised that a concern will be for when the support by Government will be withdrawn, for example Furlough Scheme, and will need to start proactive response now to anticipate this impact.WKHA undertaking internal surveys to get the right balance across business needs and the right process for service delivery.RS to share slide deck from Housing Options Group presentation on the Breathing Space Scheme. | **June 2021****ASAP** | **RS/GP****RS** | **To put on the agenda for a future meeting. Colleagues to share what good practice or challenges around rent & arrears collection.****Share Breathing Space Scheme Slides** |
| **AOB** | **Next meeting date is 23rd June at 09.30.****Sharing any trends from annual Tenants Survey Results, satisfaction results and what areas are peaking or dropping for example.** | **June 2021** | **RS/GP** | **For June KTMSG Agenda** |