**NEIGHBOURHOOD MANAGEMENT SUB GROUP**

**DRAFT MINUTES – 20th October 2016, Committee Room 2, Ashford Borough Council, Civic Centre, Ashford Kent TN23 1PL**

**Attending**: Helen Sudbury, Golding Homes and Chair; Chailean Dottin-John, Gravesham BC; Matthew Robbins, Amicus Horizon Limited; Heather Day, West Kent HA; Keith Cane, TCHG; Rebecca Smith, Kent Housing Group; Ben McGowan, Moat;

**Apologies**: Graeme Bosley, Orbit; Brian Horton, KHG; Eileen Martin, Amicus Horizon Limited; Matthew Eddy, MHS Homes; David Edie, Dartford BC; Daren Donoghue, TCHG; Jody Bullman, Moat;

**Visitors**: Stuart Beaumont, Kent Crime Stoppers; Vicky Hodson, Kent Home Choice; Sally Woods, Amicus Horizon Limited.

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| **ITEM** | **NOTES** | **ACTION** |
| **Introductions & Apologies** | Introductions and apologies noted. |  |
| **Minutes & Matters Arising** | Minutes agreed as accurate, matters arising as follows:  Pay to Stay item – Gravesham BC 30% not 40% as noted.  HD to share notes from NHF Forum that Genette Pinwill had attended | RS to amend  HD to note and share via RS |
| **Kent Crime Stoppers** |  |  |
| **Kent Homechoice Update** | VH gave some background to Kent Homechoice and an overview of the project. Other points noted:   * There has been a positive transition in to Daily Bidding * The Privacy Impact Assessment has been undertaken and there have been quite a few changes to the system * Just introduced Direct Lets on the system * There is going to be a review of the online assessment form * Introduction of a pre assessment form – to provide alternative housing options or advice if unlikely to be accepted onto a housing register, although pre assessment outcomes can’t prevent an application being made * Once new on line forms are embedded there will be a six month period to no longer offer the paper option of applications across the County * There is work underway to consider the use and introduction of an affordability calculator * Locata is moving to use the Cloud so this should speed up the timings when using the system * Auto bidding is going to be rolled out, for those who have a particular area of choice for bidding or more vulnerable clients * Contract retender due soon with the current contract ending in July 2018   Colleagues raised the issue of not being able to extract data in or out of the Locata software to avoid duplication of inputting data by a variety of teams. | VH to take back to Locata colleagues |
| **Swale Housing FIP Pilot** | MR and SW gave some background to the Troubled Families Programme and the Swale model.   * SW gave a good overview of the service that she provides as a FIP worker for the programme, all points noted on the presentation slides. * The families that the Swale FIP works with are AHL residents. * There is usually a 3 month time frame allocated to work on in terms of outcomes with a considerable amount of administration and reporting back to establish the Payment by Result outcomes. * Phase 2 funding is based on the success of Phase 1 outcomes * The programme is dual funded to AHL and KCC but KCC are allocated the money from the Payment by Results.   HS offered a similar background to the Golding Homes model and how their FIP working is progressing; funding is just for one year so not sure about progress or longevity going forward.  There was a discussion about follow up work with residents once the intensive work comes to an end, that this can fall to the responsibility of the Housing Officer and how they have to be mindful of a relapse in behaviour. There can only be one referral through the TF route. |  |
| **WKHA & Wakefield** | See attached notes for accompanying notes for the presentation from Heather Day. |  |
| **NMSG Forward Plan** | January 2017 - have feedback on the Affordability Workshop. Also invite the DWP along to talk about the changes and roll out of welfare reform from their perspective.  Invite Clarke Willmott back from update around legislation changes / Housing Law Update – perhaps for April 2017. | ALL to feed into the programme for next year.  HS, RS and ME to meet ahead of Christmas re planning for next year |
| **Transfer Protocol Progress** | MR fed back to the group about the progress of this protocol. It was agreed that generally colleagues should be communicating about tenants moving into an area, the next step is to set up how and a mechanism for doing this effectively. DN to be contacted by RS to update the group on the draft model for this approach. |  |
| **KHG Update** | RS updated the following:  KHG will be producing an interim Kent and Medway Housing Strategy, and the KHG Executive Board have agreed key themes that are impacting and relevant to Kent and Medway, to set out aims objectives and outcomes that will see us through the next two years of potential uncertainty. This work will include a review of the evidence base that was undertaken a year ago, to ensure that this is up to date and relevant. All KHG subgroups will be asked to be part of this piece of work going forward.  RS continuing work on the County wide review of the DFG process; a Housing Health and Social Care integration project that is about ensuring a high quality transparent service for the customer, end to end, and to ensure the best outcome for the applicant. It is also about ensuring value for money, consistency in approach and more integrated working between all statutory partners.  The KHG website is now complete, this is the place where news events and meeting information is shared. If anyone has any stock photos that they would like to share RS can have these included within the library of photos to keep updating the look of it. RS also reminded that the can post jobs and news on behalf of member organisations and that KHG also has a twitter feed.  Coming up events wise there is an Affordability Workshop, this is about Affordability and the impact upon housing and tenants, this has come out of the original future of housing briefing that KHG held back in February. This is taking place on 8th November with representation from Housing Options, Heads of Service, Probation Services, DWP, Social Services, the voluntary sector and those who have been part of the task and finish group working on this for KHG. There will be tabled discussions and outcomes will be shared following the event.  KHG has also set the date for the next KHG annual seminar, 19th July 2017. The KHG awards will be held later in that year, September/October. | RS to share the suggested themes document comprised for KHG |
| **UC / Welfare Reform** | RS updated that she attended the recent Kent Welfare Reform meeting, Chaired by William Benson, CEX of Tunbridge Wells BC. This meeting has cross sector representation and is a conduit group to feed up and down the chain of command about the impacts of welfare reform. The issues raised at the meeting, such as the rise in cost an lack of availability of local TA for homeless families, the affordability of TA with the cap on the LHA, the future of supported housing development with the 1% rent reduction and the cap on LHA rates, these are just two examples. The group has agreed that were identified they should be using the collective power to influence and lobby future Government policy decisions. The group meets again early next year. | RS to share the notes from Welfare Reform Meeting held on 13th October. |
| **Principles of Affordability** | HS, GP, DD and MR have collated a set of principles and protocol about affordability and statutory duty v’s homelessness.  HS was pleased to hear that through the Kent Homechoice module potential clients will be able to have the pre assessment when making an application for housing. There is also some thoughts about using the affordability calculator process for mutual exchanges, there is lots of movement in the sector through mutual exchange and affordability will be an issue in some cases.  There is a suggestion of using a common affordability tool, Golding homes are currently testing the model of calculator used by TCHG. It has been agreed that all income and expenditure details are used as part of the assessment for affordability.  There is also a suggestion that an assessment should take place at point of application and then again at offer, and also consideration of tenancy sustainment. If applicants have run a household previously they will be asked to provide information about previous income and expenditure and for those who haven’t using ONS data for average costings.  When there is an assessment it’s based on a particular property in a particular place, one property may be more affordable for an applicant than another (rural v urban). One of the round table discussions will be focused on these principles. The ambition is for organisations in Kent to adopt this approach. | RS to share link to KHG Website Events Page with details of the Workshop on 8th November  Anyone to share any thoughts on the principles with HS / RS |
| **Pay to Stay** | There is still no additional information on this, CDJ advised that at a recent conference she attended it was supposed to be the focus but wasn’t as there is limited information. It’s unclear if it will be implemented for local authorities on April 2017 as intended.  AHL are changing policy to include Pay to Stay ahead of the implementation, the detail of how this will work in practice is not yet understood fully. | RS to keep this as a standing item on the agenda. |
| **AOB** | RS raised dates for 2017 – agreed to return meeting quarterly, RS to share the dates electronically and they will be on the KHG website.  CDJ raised that GBC have been looking at voids with adaptations, there is a waiting list for people with adaptation needs. GBC are considering Direct Lets but are aware that these are not all suitable for others who have needs. Generally others are trying to match through direct lets. | RS to action |

Thanks noted Ashford BC for hosting the meeting this morning.