**KEG Meeting Action Decision Log – 19th September 2017, Southern Housing Group, Ashford**

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| **Present**: Lisa Cornish, Chair and Orbit; Lisa Harris, Southern Housing Group; Tracey Marshall, Gravesham BC; Zoe Jones & Lewis Kinch, Optivo; Helen Critcher Golding Homes; Louise Gray, Dartford BC; Corinne Beech, West Kent HA  **Apologies**: Melanie McAdam, Clarion Housing; Rupa Chandarana; Riverside; Jan Henry, Moat; Catherine Owston, Affinity Sutton; Michelle Thomas, East Kent Housing; Linda Aldred, Southern Housing Group; Jodie Miller Medway Council; Eva Heywood, WKC; Jackie Leyland, Orbit  **Visitors**: David Robert & Rhian Shrimplin, Porchlight | | | | | |
| **Meeting Date** | **Reference** | **Notes** | **Action/Decision** | **Lead Person** | **Timescale** |
| 19/04/17 | Porchlight Aspirations Project | David and Rhian gave an overview of the **Aspirations** Project, a project run by Porchlight. Aspirations is a new project, this is a Kent wide project and also covers East Sussex, a mental health project, under the umbrella of BBO (Building Better Opportunities), funded from European Social Fund and Big Lottery.  The ethos is about Improving people’s lives, if mental health is a barrier to progressing in life, living well and connected this is a relevant project. This can include undiagnosed mental health. Partners within the project are North Kent Mind and Runway Training (training provider).  The project is intensive 1:1 work with participants, aimed at hard to reach clients, those not engaged with other services, unemployed, isolated etc. Rhian works in Mid Kent, and there is a rural focus for this area and the project. Porchlight meet with participants to understand what they need from the project, understanding what support they require to improve their life.  The project does have targets to help people get back into employment (13%), job searching, but the main focus is assisting people to progress. The estimated time to be spent within the project is three to six months, but this is dependent upon the participant and their needs.  Aspirations would like more referrals; MHS Homes are making referrals already through North Kent Mind. The project does accept self-referrals. Eligibility is working age, 18 – 65 years, they must be unemployed or not seeking work, a resident of the UK with the right to work, living in Kent or East Sussex and the major barrier is mental health. There are other BBO projects running in Kent and East Sussex. If referrals are better suited to another BBO project it will be referred on.  The project has a budget to assist with participants progressing, for example purchasing a copy of a birth certificate or equipment. This project is not about the focus on homeless people. The teams to deliver on the outcomes and support participants are well resourced across the County and East Sussex. There is work to look at future funding and geographical spread to deliver the outcomes from the project post 2019.  Porchlight colleagues would appreciate a recommendation about anyone who could benefit from the service, offering a soft handover if appropriate. There is feedback on the outcomes from participants all subject to Data Protection. | **RS to share electronic copy of leaflet about the project with minutes**  **DR share any additional information about referrals as they become available**  **If colleagues have events or meetings with groups of residents or communities to invite Aspirations to attend to share the messages about the project** | **RS**  **DR/RS**  **ALL** | **By 25th Sept**  **As available**  **As appropriate** |
| 19/04/17 | Minutes & Matters Arising | Minutes agreed as accurate. Matters Arising:   * LC has shared Orbit Activity Assessment with colleagues. Some colleagues have invited Mike Bishop from RBLI to meet with residents and colleagues from older person’s accommodation. * Colleagues encouraged to contact Eva at West Kent Extra about her role as Volunteering Co-ordinator. * Colleagues reminded to liaise amongst the group about training opportunities for residents with capacity, organisations to pay for their own residents transport or relevant expenses. * RS updated colleagues about the recent KHG Excellence Awards, a great event, well received and all details about winners and photos are on the KHG website – <http://www.kenthousinggroup.org.uk/khg-awards/khg-excellence-awards-2017/> | Mike Bishop details available in last meetings minutes  All to note | **ALL**  **ALL** | **As required**  **As required** |
| 19/04/17 | KEG Chair/Vice Chair/Forward Plan | LC advised that she is leaving Orbit and a new Chair for the group is required. If colleagues are interested to contact RS by email and there will be confirmation or election of new chair either by email or at the next meeting.  There was a discussion the role of the group and the focus going forward. LC and HC keen for the group to remain useful and to have presentations at meetings as appropriate is key. There is potential to reduce meeting frequency from four to twice yearly and to take opportunity for engaging in organisations own internal events. The group can meet in between as appropriate.  The good practice/trouble shooting agenda item allows all members of the meeting to engage and this has worked. Should there be a commitment going forward for people to bring something to the meeting. | **All those with an interest to become to contact RS by email.** | **ALL** | **By Mon 2nd October** |
| 19/04/17 | Discussion Session | LC advised that Orbit have had low scores from their Activity Assessments with regards to activity in the home, lower than scores from face to face activity within Orbit.  Majority of organisations do use at home activity for survey work etc, Orbit have a group of customers looking at why there are low scores on at home activity. One key reason for a low score is about experience and not the activity, the purpose of the evaluation is to improve the customer experience.  Questions – *Do you set Customer Satisfaction targets? What questions do you use to gauge satisfaction? How often do you assess customer satisfaction? If ad-hoc evaluation, how do you evaluate success and potential continuation?*  Responses – There is no customer satisfaction survey work within Optivo currently, historically they were done for training events. The need for the company to know is no longer there. ZJ suggested that you should continually liaise with those who do engage with survey work as this could help with retention of engaged customers.  SHG – only have a Customer Voice Forum so don’t survey. LH can share a feedback form used formally. Is dissatisfaction linked to what customers have access to at home (for example IT and commenting on new policies).  Golding Homes do an annual survey for all Golding residents but not just for involved, HC will ask for feedback on her events through survey monkey for example.  CB, West Kent, is looking at changing her feedback form, using this to enable customers to drive the meeting and remove the 1-5 scoring for customers to evaluate meetings or input.  Gravesham BC in the main use doorstop activity to gauge feedback from residents. | **Colleagues can email LC by Monday 25th September with any examples not shared at the meeting**  **LC to share an example of the questions used with colleagues** | **ALL**  **LC** | **By 25th Sept**  **By 25th Sept** |
| 19/04/17 | Good Practice/  Trouble Shooting | Optivo – the merger is now completed, panels are being refreshed to encourage new engaged residents there will be a recruitment process. There is a new Chair of the Residents Strategy Group. There is now recruitment in the Midlands. Recruiting is via advertising campaigns, including social media; ZJ can provide some stats with colleagues about engagement through social media. There have also been newsletters, text messaging, flyers and door knocking; there will also be taster sessions for those who have expressed an interest.  TM advised that Gravesham BC recently had an issue with fly tipping and how to fine those responsible, and is now working with a local community centre and is hosting a Dog Community Day, offering people the opportunity to have their pets chipped or to have training. It’s about listening to residents but not through the formal panel mechanism.  LG has spent considerable time on consultation work for Dartford BC, with a view to moving on to new projects in the near future.  LH advised that SHG are still waiting to put their new menu/offer out following restructure, LH thanks colleagues for responses to recent requests for help.  CB advised that on 10/11/12 Oct there is a Health and Wellbeing Event taking place, to promote the different approaches to wellbeing. Kent Sport are engaged, RBLI, Age UK, and nutritional information, a range of activities to encourage improved wellbeing. CB shared leaflets with the groups. | **ZJ to provide stats from recruitment process for new panels across all the Optivo stock. ZJ will also share the Facebook post used to recruit.**  **TM to feedback at the next meeting**  **CB to share an electronic version of the leaflets with RS** | **ZJ**  **TM**  **CB/RS** | **By 29th Sept**  **At the next meeting**  **By 25th Sept** |
| 26/1/17 | AOB | RS to set a date for January 2018  ZJ mentioned that the Housing Minister is coming to Kent and there is an event in Sittingbourne on 22nd November. Optivo are looking for people who can bring residents along, the idea is for the residents to speak to the Housing Minister. The provisional times is 5pm – 8pm and includes breakout time and questions. There isn’t a specific brief, but it’s about resident engagement. The capacity of the room is 100. This is for Housing Association residents.  LC thanked colleagues for the support whilst in her role as Chair. | RS to note  **Colleagues to be contacted directly by ZJ and RS about the event, but colleagues to be looking at who could come along. Residents need to be accompanied by a member of staff.** | **RS**  **ALL** | **By 29th Sept**  **By 25th Sept** |

***Thanks noted to Southern Housing Group for hosting and providing refreshments***