**KEG Meeting Action Decision Log – 12th July 2017, Golding Homes, Whatman House, Aylesford**

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| **Present**: Lisa Cornish, Chair and Orbit; Helen Critcher, Golding Homes & Vice Chair; Lisa Harris, SHG; Deborah Upton, East Kent Housing & KEG Chair, Eva Heywood, West Kent Communities; Vikki Perry, Ashford BC; Tracey Marshall, Gravesham BC; Sarah Leipnik, Golding Homes; Catherine Owston, Affinity Sutton South & South West; Rebecca Smith, Kent Housing Group  **Apologies**: Melanie McAdam, Clarion Housing; Rupa Chandarana; Riverside; Zoe Jones, Optivo; Louise Gray, Dartford BC. Michelle Thomas, East Kent Housing; Jodie Miller, Medway Housing; Ian Long, MHS Homes; Jackie Sumner, TCHG; Lynsey Brogan, Hyde Housing; Jan Henry, Moat; Graeme Bosley, Orbit  Visitor: Mike Bishop, RBLI | | | | | |
| **Meeting Date** | **Reference** | **Notes** | **Action/Decision** | **Lead Person** | **Timescale** |
| 12/07/17 | Minutes & Matters Arising | Minutes agreed as accurate. Matters Arising included:  Page 2: Colleagues to continue to flag any training opportunities via RS.  Page 4: There wasn’t a huge response to the survey circulated to senior management about the role of KEG and resident engagement/community development. Discussion about whether appropriate for residents to be at a meeting in the future would be useful? Or should there be a one off networking events for residents? TM suggested hand picking residents to attend a future meeting, doesn’t have to be a resident who has a particular role for an organisation. SL fed back that this was done some time ago and was found useful by the residents.  Page 6: LC to share the Orbit Impact Assessment with the whole group via RS. Orbit is linking all work to the HCA standards. | All to note  LC to share via RS | **ALL**  **LC/RS** | As appropriate  By 17.1.17 |
| 12/07/17 | Military Veterans Project | MB works for RBL Industries, based in Aylesford in the RBLI Village. Industries provides a range of services, supporting veterans and their families whilst still of working age. MB employed to find and support veterans over 65 years and their family, there is no records of how many older veterans there are living locally or nationally. The definition of a veteran is a person who has drawn one day’s pay from the armed forces. This all falls under the Armed Forces Covenant. Those covered under the Covenant are anyone who served full time or as a reserve for any of the three main services; merchant navy, second world war associated positions, and more recently Falklands War those serving on the ships. Dependants and anyone under the age of 18 years are inclusive within the covenant.  These veterans will then be registered and will build a Kent picture of whom they are and where they are to report to the MOD, sharing information with local authorities and Kent County Council. The project will run for one year. The second part of the project will then be to identify what needs/issues they have and how they can be addressed. The project will end Summer 2018.  A good majority of veterans found to date do not have a connection to the RBLI. Another aim of the project is to put on events, asking local organisations such as health, accommodation, financial to be there to provide support and sign posting. MB has been contacting nursing homes, care homes to find veterans and this has been productive.  MB requesting colleagues, if possible whether they can share details about residents groups or communities to enable MB to visit and record details, MB can then also share back the data gathered locally. Colleagues can contact MB about attending local events. RBLI have worked with Wellbeing People who undertake a basic health assessment. The target for the project was to run one event each month and find 30 people at each, MB has registered close to 500.  This is a pilot project, the first for the MOD and it’s anticipated that it may be rolled out to other parts of the Country. MB advised that there are pockets of funding nationally to support veterans with issues about equipment or mobility and how to prevent social isolation. | ALL to note and make contact with MB as appropriate. It was agreed that all colleagues would make contact with Sheltered Schemes to promote this pilot an share details with MB about visiting.  MB to share flyers for forthcoming events and RS to share with the group for info. | **ALL**  **MB** | **As appropriate**  **ASAP** |
| 12/07/17 | Eva Heywood Introduction | Voluntary Sector Support Officer a new role in West Kent Communities, brief is to target specific areas but Eva happy to work across Kent. Supporting small communities groups, groups who want to progress and move their groups along/grow, they don’t have to be housing related. EH shared details about the work and RS will scan and share. The groups have to have a turnover of less than £50,000. This is a three year project and has already worked with a disabled children group, attending/accessing an archery club and a residents group in Swanley, working to increase active membership of the group and put on a community pantomime for disadvantaged families in the area.  EH can help with groups to change their status, to obtain/access funding to support groups. The groups assisted to date have been through networking and there will be a waiting list of groups should the numbers increased. EH can feedback information to KEG as they may not be aware of these operating in their area.  Colleagues to share details of how groups may be identified with EH. | RS to share a copy of the information shared by EH at the meeting.  ALL to note | **RS**  **ALL** | **By 17.7.17**  **As appropriate** |
| 12/07/17 | KEG Tenant Training Programme/Conference | LC reaffirmed the position about sharing details with RS about any future training opportunities for residents and staff. Orbit has moved away from traditional training for residents, running bespoke training sessions as required. Orbit offer the ‘buddy system’ which was undertaken between Orbit and AHL, this is an informal element and offered to newly engaged residents.  It has been agreed that a tenant’s conference is not appropriate at the current time. There is the opportunity to consider smaller networking events for residents or for KEG to have a presence at an organisations event. Golding is holding an Engagement Event in September.  LC & HC to discuss in more detail about the potential to have a resident per organisation attend a future meeting, bring this back to the group in October for agreement. Golding Homes could benefit from how to engage the wider community in events held, or personal development for those engaged residents, especially digital training. | ALL to note and share details as appropriate  LC & HC to discuss and RS to put on agenda for October | **ALL**  **LC, HC & RS** | **As appropriate**  **Prior to Oct** |
| 12/07/17 | Recruiting Residents Discussion | Feedback from the survey included the offer for customer involvement and how to improve/evolve this going forward. Discussion session about who does what included:  ***Orbit:*** LC advised that Orbit see three key areas for *Customer Involvement 1) Shape the service 2) Hold to account and 3) Scrutinise the service*, one or all of these areas have to be achieved from anyone event held. There are also specific service improvement groups which are usually chaired by a Head of Service who can make decisions. The numbers vary between 5 & 10 on the service improvement groups.  *Customer Inspectors* are new to Kent, working on new homes, empty homes and providing a customer point of view into the business. Orbit has previously paid for an Independent Advisor to look at Scrutiny across the whole business, scrutiny is now supposed to run through all elements of the business, Task and Finish (Short sharp projects). Also a move towards a Readers Panel looking at communications from across the business and a Customer Insight Panel, looking at policies, this is a big change within Orbit.  Issues for Orbit is that there are the same customers on a variety of groups and how to engage with customers who have a holistic view about the service and making improvements that may not benefit them personally. Orbit no longer incentive customers as it didn’t improve numbers.  ***General:*** A good majority of organisations involving shared owners or leaseholders, Golding Homes have a Leaseholders Forum but do not involve shared owners in this forum. CO advised that some shared owners are coming together to challenge on issues such as major works service charges and how to have a coherent approach to dealing with the variety of customers.  LH suggested advertising the good work of forums, interaction and how residents input has made a difference to a service to encourage engagement by new residents. LC considering linking with complainant customers and whether this is a pathway to engagement.  SL suggested using social media options for those who can’t attend meetings in person to share thoughts or to use this as a way to share good news. LC stressed the benefits of keeping websites up to date, Orbit have asked for the opportunity to advertising the benefits of customer involvement when customers are on hold, rather than listening to music.  SL advised that housing officers provide the customer offer at the point of sign up and promote customer involvement, including more information at the 6 week tenancy check. Golding still offer Community Chest Grants, £50,000 per year and this does require engagement personally, other groups are looking at how they engage going forward, e.g. more digital approach. Golding do offer support with transport and reasonable expenses for groups, not all residents take the incentives. There is only one cycle of mystery shopping and a £50 incentive is attached to this.  DU fed back that EKH have really good Scrutiny and can see the good value from this and that is key, what is the value from all the activities traditionally undertaken by residents/customers. Digital has to be the way forward and harnessing members of the community and their role, tailoring roles for individuals. How do you encourage or ensure all staff working in the community to identify potential customers/residents for engagement activity?  Leadership of customer involvement within an organisation is also key; that senior people have to understand the value and importance of customers being engaged within the service. The ethos within Golding Homes throughout all services is ‘Making Every Contact Count’. |  |  |  |
| 12/07/17 | Good Practice/  Trouble Shooting | TM reflected on a retrofit of a tower block in Gravesham, working with the KF&RS and the importance of Tenant Participation, engaging with all residents and looking at retrofitting of sprinklers into tower blocks.  LC thanked DU for attending in capacity as KEG Mentor and support for the group.  SL raised Data Protection and changing legislation. There are now restrictions about communications with residents including the impact on communications such as texting as perceived as marketing of services. For example when delivering training and inviting residents to training sessions. The legislation changes come into forces within the next 18 months. | Colleagues to share any information with SL if their organisation is addressing this | **ALL** | **As appropriate** |
| 12/07/17 | AOB | RS reminded colleague about the KHG Excellence Awards 2017 – there are 8 categories this year, all details are on the KHG website and the deadline for applications is 12 Noon on the 26th July. Awards event taking place on the 13th September, by invitation. | Colleagues to use this link (insert) to make nominations | **ALL** | **By 12 Noon on 26.7.17** |

Thanks noted to Golding homes for hosting and provision of refreshments