**Kent Neighbourhood Management Meeting Action Decision Log – 13th Jul 2017, Ashford BC, Committee Room 2**

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| **Present**: Helen Sudbury, Golding Homes and Chair; Rebecca Smith, KHG; Genette Pinwill, West Kent HA; Chailean Dottin-John, Gravesham BC; Keith Cane, TCHG; Terry Spillard & Hannah Easton, Optivo;  **Apologies**: Eileen Martin, Optivo & KHG Mentor; Matthew Robbins, Optivo; Pam Millington, Jody Bullman & Ben McGowan, Moat; Joanne Downs, Riverside Housing, Anthony Crossley & Vikki Perry, Ashford BC; Louise Taylor, East Kent Housing; Daren Donoghue, TCHG; Helen Charles, Clarion Housing; Steven Knowles & David Edie, Dartford BC; Tina Dust, Sanctuary Housing; June Heslop, Southern Housing Group; Matthew Eddy, MHS Homes  Visitors: Sarah Hockley, Kent Police; Ursula Harris, Canterbury University | | | | | |
| **Meeting Date** | **Reference** | **Notes** | **Action/Decision** | **Lead Person** | **Timescale** |
| 13.07.17 | Kent Police | Sarah Hockley presented information about CSE (Child Sexual Exploitation). SH is the only person in the Country who has a specific training role in CSE, this was funded in Kent by the former Crime Commissioner Anne Barnes. The CSE work in Kent is known as Operation Willow and has been in operation for 18 months.  Operation Willow is a multi-agency team, police, health and education, working in a co-located unit.  Training provides all organisations with front line staff with information about how to identify and to report CSE. There is specific definition about what CSE is (Feb 2017). There is a form for reporting information to the team, this will be shared electronically.  Kent Police also have an app that can be used on both Apple and Android devices and is free. The link information is included within the slides.  More details in the slides about vulnerable and risk factors and models of CSE.  SH will deliver training to individual organisations upon request. | RS to share the form & presentation electronically  RS to share contact details for SH | **RS**  **RS** | 17.07.17  17.07.17 |
| 13.07.17 | Shared/Student Accommodation | UH provided colleagues with an overview about student accommodation, which is shared and could assist with potential models for housing under 35’s and those impacted by welfare reform.  The models of accommodation at Canterbury Uni are good and bad, there are options about en-suite or not, fitted furniture, flooring, how to cover the cost of utility bills and council tax.  Factors such as provision of WIFI, the speed of the internet provision and ensuring that all contracts are clear and have the options for enhancements.  Considerations about shared accommodation also include the potential for alcohol free accommodation, to take into account religious beliefs, having a selection or matching criteria.  Move on accommodation or how to meet future needs when the shared accommodation is no longer appropriate.  More information is included within the slides that will be circulated. | RS to share the presentation | **RS** | By 17.7.17 |
| 13.07.17 | Mins & Matters Arising | Minutes agreed as accurate & Matters Arising including:  Page 4 - Kent Tenancy Fraud Forum – RS updated that in hand, Terms of Reference to be developed and an email shared with all those who attended the first meeting about a meeting of the Kent TFF for October 2017.  Page 5 - Eviction Protocol – RS to liaise with Jill Pells about setting up this meeting to review the protocol for circulation. | RS to share details when available  RS to liaise with JP and share agreed meeting date | **RS**  **RS/JP** | As avail  By 21.7 |
| 13.07.17 | MHS Shared Accommodation Feedback | ME was unable to attend, this agenda item will be on the October 2017 meeting. | **RS & ME to note for October** | **RS/ME** | **By 21.7** |
| 13.07.17 | Discussion Session | ***Legal Services***:  CDJ couldn’t provide any financial information but Gravesham are now part of the shared legal service and this has improved the legal services provided to CDJ and her team.  GP advised that WKHA have had an in house service/function, currently recruiting to a post within this service, have conducted a review of the service and use procurement framework to procure services and get value for money. GP keen to keep up skilling the internal staff to ensure that staff are preparing as much information internally to minimise costing.  HS advised that Golding Homes use a solicitor and Barristers, which is costly but has provided the freedom to put through cases. Legal Services budget is £70,000.  TS advised that Optivo have introduced sending a blanket email to obtain quotes when using legal services. There is now a legal service provided within Optivo now but this is very recently established.  KC advised that TCHG use external solicitors currently for ASB, going through procurement exercise with regards to development, potentially looking to this procurement framework model for other cases.  **Service Changes:**  HS advised that there is a desire to change and channel shift using more digital resources and non-essential visits.  HE advised that in Kent Optivo are trialling the Demand Project (patchless working) – with the aim to reduce the non-essential visits to homes by 30%, in October will be able to share a more detailed feedback. This is about educating residents to share information via digital sources. This hasn’t been advertised to residents, just explaining over the phone or at new sign up. Optivo do have a top ten case list who are more vulnerable residents who do need the established housing officer contact. The time saved through non-essential visits will be used to visit residents who haven’t communicated with the organisation for five years, using an app and being more productive within the community and signposting or working with other agencies.  GP advised that WKHA are shifting their offer to residents, evolving the service offer for new residents, different first contact, how a home is let, pre tenancy and first year of tenancy, the focus is making every contact count, joining up the teams and bringing together through digital resources. A big culture shift and capturing information at a moment in time.  KC advised that TCHG are looking to up skill customer services teams to respond effectively to enquiries and more information on the My Portal, the quality of the offer for residents, using on line facilities to meet needs. Taken the decision to use Microsoft platform and the options linked to this around the digital offer.  TS can provide contact details for digital offer for homeownership and branding/commercial arm around this service delivery element. (Love Living Homes). There was a discussion about who is using what providers for IT. | **TS to provide contact details with Colleagues** | **TS/ALL** | **By 21.7** |
| 13.07.17 | KHG Update | KHG Seminar postponed but looking to provide a series of themed workshop sessions. More details about these will be shared when available from the KHG Events Team.  KHG Excellence Awards 2017 – taking place in September 2017, nominations have to be with Jill Pells by 12 Noon on 26th July, there are 8 categories to choose from. All information on the KHG website.  Due to commence work on the KMHS Refresh, have recently presented to the Kent Leaders and Joint Kent Chiefs to establish key housing issues and other element that are linked, such as the STP, Growth and Infrastructure. KHG Sub Groups where appropriate will be asked to support this work. Additional work streams will come out of this. Communication line being established between KHG and DCLG.  Potential development of KHG membership, what is the potential about associate membership and what that offer is and the potential impact on the website and what we share for full paying members.  Completed work on the Integration Project, looking at how to integrate Housing Health and social care and how to support independent living, discharge from hospital and prevention agenda, understanding how good quality appropriate housing is key to all of these national agendas. | **http://www.kenthousinggroup.org.uk/khg-awards/khg-excellence-awards-2017/** | **ALL** | **12 Noon on 26.7.17** |
| 13.07.17 | October Meeting Agenda | ME will provide feedback on the Shared Accommodation Project for Shared Accommodation.  General Data Protection Regulations – a suggested speaker can be provided by GP to put context around this subject. CDJ advised that Gravesham BC are looking at Data Mapping across the Borough Council, using the KCC template, would be useful  Optivo to feedback on their Demand Pilot Project.  RS to liaise with ME about feedback on the agile working pilot that MHS have rolled out.  TS suggested a potential speaker from Optivo talk about numbers and impact of Universal Credit. | **ME and RS to note for October.**  **GP to liaise with about potential speaker**  **HE to note**  **RS to liaise with ME**  **TS to provide RS with contact details and arrange presentation** | **ME/RS**  **GP/RS**  **HE**  **RS/ME**  **TS/RS** | **21.7.17**  **ASAP**  **For Oct**  **For Oct**  **ASAP** |
| 13.07.17 | A.O.B | It was agreed that individual organisations would arrange CSE training with Kent Police.  RS advised that the Affordability Protocol went to KHG EXB, there is one element of wording that John Littlemore will amend and share back via RS. Then this protocol can then be signed off. | **RS to share Sarah’s contact details**  **RS to share when available** | **RS**  **RS** | **ASAP**  **As Avail** |

Thanks noted to Ashford BC for hosting the meeting