**Kent Neighbourhood Management Meeting Action Decision Log – 1st November 2017, Ashford BC, Committee Room**

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| **Present**: Helen Sudbury, Golding Homes and Chair; Rebecca Smith, KHG; Helen Charles, Clarion Group; Jody Bulman, Moat; David Edie, Dartford BC; Chailean Dottin-John, Gravesham BC; Stefan Polon, TCHG  **Apologies**: Matthew Robbins, Optivo; June Heslop, Southern Housing Group; Eileen Martin, Optivo; Tina Dust, Sanctuary Housing; Anthony Crossley & Vikki Perry, Ashford BC; Genette Pinwill, West Kent HA; Graeme Bosley, Orbit; Daren Donoghue, TCHG;  Visitors: Matthew Walker Optivo | | | | | |
| **Meeting Date** | **Reference** | **Notes** | **Action/Decision** | **Lead** | **Timescale** |
| 1/11/17 | Impact of UC | MW provided an overview of the Optivo (Amicus Horizon as was) perspective of UC and the approach taken to manage the impact on income. | Presentation to be made available by RS | **RS** | By 3/11 |
| 1/11/17 | Matters Arising | Minutes agreed as accurate. | RS to feedback when next Kent TFF Committee Meeting will be.  RS to sort GDP item for next meeting agenda.  RS to chase John Littlemore re wording for Affordability Protocol | **RS**  **RS**  **RS** | As available  For early 2018  By 3/11 |
| 1/11/17 | Election of Vice Chair | HS is stepping down from Chair at the end of term, ME will step up as Chair, new Vice Chair required. Thanks noted to HS for chairing the group. | RS to email the wider NMSG about role of Vice Chair.  RS to review the contact list for the group and colleagues to share details with RS about new members of staff who should be part of the group. | **RS**  **RS** | By 3/11  For 2018 |
| 1/11/17 | Shared Accommodation Pilot | ME provided presentation of MHS Shared Accommodation work. This was shared recently at the U’35 KHG workshop.  Link to a useful report – <https://www.crisis.org.uk/ending-homelessness/housing-resource-centre/housing-centre-guides/spare-to-share-toolkit/> | **RS to share copy of presentation on KHG website**  **(The current pilot is on hold in respect of potential changes to LHA rates for under 35’s)** | **RS** | **By 3/11** |
| 1/11/17 | Agile Working | ME ran through the work being undertaken within MHS with regards to agile working, to digitalise the service offer for customers. Using Android based equipment and Chrome Books for agile working. Cloud Dialogues is the provider used by MHS Homes, using a subscription service over three years. Elements provided within the model yet to be implemented. | **Colleagues to contact ME with any questions about the new approach to working or the provider of the system.** | **ALL** | **As required** |
| 1/11/17 | ASB Service Offer | **Software -** MHS Homes use React for ASB Software. This is a custom built system for ASB. TCHG use React and are looking to put into CRM in future as doesn’t currently interact with current CRM.  Clarion Group - Circle element use CASS, Affinity Sutton element is part of current CRM system, as the merger goes forward there will be a full organisation CRM system. Moat use CRM system of working. Dartford use Caseworks and will potentially move to CRM system in the future. The shift and amount of work around ASB doesn’t justify large expenditure on ASB software.  **Use of Mandatory Powers – what’s the experience in Court? -** TCHG has been to Court on Ground 7a – a hearing has been put back due to challenges. This will now be a full hearing, which will be a year since the first application. Golding has experienced time loss around capacity and appointing of solicitor.  **Monitoring Equipment -** Moat advised that reducing use of equipment, if the LA isn’t looking at action from Environmental Health perspective then Moat don’t typically take forward. Clarion will take decisions based on partnership working, lots of discussion about responsibility for meeting the cost of CCTV. Clarion does meet costs for use of equipment inside their own properties. MHS are hosting all static systems in the cloud, its recorded on motion trigger which reduces the footage to look through and edit the timeframe of the recording.  **Legal Services** - Across the board the majority are using both in house and external legal services, more complex cases go external. | |  |  |
| 1/11/17 | KHG Update | KHG are now working towards, in partnership with the Kent Leaders and Chief Executives, a new Housing Strategy for Kent and Medway, this will be a succinct document, will take a new format and offer an opportunity to lobby and influence national and local housing policy.  The timeframe for completing the work is Spring 2018.  KHG are working on developing a programme of workshops, working to offer members useful and informative sessions, themed based upon what is topical and relevant for the membership.  KHG are working with/supporting JPPB on the development of an Integrated Housing Health and Social Care Pilot in East Kent, working towards supporting independent living and around DFG’s/adaptations, this is just starting.  The Housing Minister is visiting Kent on 14th December, KHG have been invited to attend with senior staff and residents to hear and speak with the Minister on topics that include repairs, the session will include workshop table sessions. RS has been liaising with KHG main reps and KEG reps about the event.  Forward plan and meeting information for KHG 2018 meetings will be set before the end of the year and shared on the KHG website. | **RS to share details of the visit with colleagues** | **RS** | **By 3/11** |
| 1/11/17 | 2018 Meeting Dates & Forward Plan | It was agreed to meet 3 times in 2018 – February, July and October. | **RS to organise GDPR item for next meeting**  **RS to reschedule Hannah from Optivo on Demand Pilot Project.**  **Colleagues to contact RS with themes or potential speakers for future meetings.**  **RS to set and share meeting dates – hosts for meetings to come forward** | **RS**  **RS**  **RS**  **RS** | **For early 2018**  **By 3/11**  **As appropriate**  **By 1/12** |
| 1/11/17 | AOB | RS advised that KHOG have raised concerns about inconsistency in approach to rent in advance requests, some organisations are now requesting two weeks to mitigate the impact of UC. | **Feedback to KHOG is that in the majority organisations are requesting 1 – 2 weeks rent in advance.** | **RS** | **By 3/11** |

Thanks noted to Ashford BC for hosting the meeting