**DRAFT - NMSG Action Log – 15th May, Ashford Borough Council, Ashford, Kent**

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| **Present**: Matt Eddy, Chair & MHS Homes; Tina Dust, Sanctuary Housing; Genette Pinwell, West Kent HA; June Heslop, Southern Housing Group; Tom Harding, Medway Council; Tina Mowat, Moat; David Edie, Dartford BC; Anthony Crossley, Ashford BC; Keith Cane, TCHG; Helen Sudbury, Golding Homes; Rebecca Smith, Kent Housing Group;  **Apologies**: Eileen Martin, Matthew Robbins & Terry Spillard, Optivo; Jody Bullman, Moat; Stefan Polom, TCHG; Brian Horton, SELEP; Sophie Hargreaves, Moat; Chailean Dottin-John, Gravesham BC  **Visitors**: Richard Denyer-Berwick, Citizens Online | | | | |
| **Reference** | **Notes** | **Action/Decision** | **Lead** | **Timescale** | |
| **Minutes and Matters Arising November 2017** | Agreed. No matters arising noted. |  |  |  | |
| **Citizens Online** | Citizens Online is a digital inclusion company based in Gloustershire but carries out projects country wide, with a new project in Kent. Helping people sustain tenancies longer and using digital as a positive lifestyle choice.  Have been established since 2000, working as part of a consortium across the UK, with Big Lottery Funding. Orbit, TCHG and Golding (Kent Switch Project) are working with Citizens Online in a Kent based digital inclusion project/research how the providers will be looking at all relevant strategies about digital inclusion, with a report and evidence base for digital change. Data included is housing stock, social deprivation, low income households and other data to establish communities of interest and asset based approach for the recommendations to benefit tenants. Advocate collaboration amongst partners and organisations to tackle digital exclusion. Also advocate that colleagues in organisations are confident to help customers/tenants using digital based services.  12th June 2018 from 10 – 1 in Maidstone Digital Inclusion Network Get together – attend to share ideas and collaborate.  Also support Digital Leadership, how organisations are taking forward digital inclusion agenda? Access to an e-learning resource currently to the three Kent based providers, to help staff understand how to help others (The Digital Champions Network). Taking a whole Kent view of the UC roll out as part of the Kent Switch Project, but focusing on Thanet Maidstone and Tunbridge Wells for the ‘deep dive’ asset approach work.  Discussion Points/questions:   * Residents are trained as Digital Champions along with staff. * Data is gathered from a range of sources, including Ofcom and ONS and establish knowledge populations who are offline or don’t have sufficient connectivity. Experian Mosaic is also used. Data is matched to establish the picture of the population in an area to build profiles for an area. * Not about influencing the choice of service transformation for an organisation, it’s more about recognising the impact on communities around this change. * Discussion about the role of KHG and enabling partners to work collaboratively around digital inclusion. | RS to share PDF version of the presentation with colleagues via the KHG website.  RS to share Eventbrite information when received from Citizens Online  RS to share contact details from the group with Richard about sharing future information and work of the organisation. | **RS**  **RS**  **RS** | **As available**  **As Available** | |
| **Election of Vice Chair** | GP nominated herself as Vice Chair for the group and this was agreed by those attending the meeting. | **RS to update details for the group** | **RS** | **By 24th May** | |
| **New Build Allocation & Management Issues** | MHS are struggling to let one bed flats in the Maidstone area and are considering using Rightmove to advertise. There is not a creation of sustainable tenancies. Golding Homes have had a similar issue in the area of Maidstone; they are going to other local authorities for assistance to fill the voids. Moat had a similar experience with direct nominations from their local authority for a Future Homes new build scheme. |  |  |  | |
| **Universal Credit Roll Out** | Appeals for PIP and ESA are taking up to 11 weeks. This can have a potential negative impact on the financial situation for the applicant. Golding Homes are setting up shadow working with Job Coaches to encourage them to have a perspective and understanding about housing.  GP advised that WKHA are looking to partner with an Academic partner to look at interventions and working around the roll out and transition around welfare benefit and use the Social Impact Group through KHG.  JH advised that SHG have been working around ‘Customer Segmentation’ which involves customer journey mapping around arrears and support, with a pilot running to understand the results from the change of service, using data more effectively around communications, managing the payment of rent as examples. JH to ask the contact at SHG to come and present this back to NMSG. | **RS to contact Elle Boyle at SHG about attending future NMSG meeting** | **RS** | **By 24th May** | |
| **Fixed Term Tenancies (FTT)** | AC advised that Ashford have set up a review panel for FTT, the main issue at the moment is about the information to enable the review and how to manage an appeal on a decision. Timescales are very exacting and how to maintain the momentum and reporting around the reviews of those tenancies coming to an end.  West Kent HA is currently writing reports around the FTT and would like them to trigger the necessary work streams to manage the process in the timescale. SHG are looking to have a system where there is a visible countdown for all colleagues to see when a tenancy period is due for review.  General discussion about review periods and the work load/staff resources to undertake the review processes and to what property types FTT are applicable to (including designated OP accommodation). |  |  |  | |
| **GDPR** | Ashford BC is due to change the Privacy Notice element on their Tenancy Agreement, any examples to be shared with Anthony Crossley at Ashford BC.  Agreed it was worth investing the time around how activity is legitimacy linked to business/interests when considering marketing or contacting residents. Expressed consent can be verbalised if evidenced. Having suitable clear rationale for each method of contact is key. | **All to share any good practice examples** | **ALL** | **As available** | |
| **KHG Update** | RS advised that KHG are currently on the refresh of the Kent and Medway Housing Strategy. This document has been agreed for refresh by Kent Leaders, work around themes and content continues and sub groups will be asked to engage accordingly. There are themes that include Growth and delivery, affordability, Health and Wellbeing.  Jill Pells has now retired, there is not a replacement Partnership Manager in post currently, this will be reviewed going forward based on workload for the group.  KHG are working on the Website to ensure compliant for GDPR and then to look at more options for the members, including password protection, a message or block area and a place for membership organisations to have a the members spotlight and share good news. There is also work around a Communications Plan for the group to keep the profile high.  KHG and JPPB Excellence Awards 2018 nominations are open all details on the website and the deadline is 22nd June. Colleagues encouraged to submit nominations to one or more of the 8 categories. | <http://www.kenthousinggroup.org.uk/khg-awards/> | **ALL** | **By 22 June** | |
| **July & Oct Meeting Agendas** | Housing Law Update and Kent Police are both on the agenda for July. Potential to have SHG on the July agenda. ME, GP and RS to meet to discuss October agenda. | **All colleagues to contact ME/RS with any agenda items for July/Oct** | **ALL** | **ASAP** | |
| **AOB** | TM attend EROSH yesterday, they would like updated contacted details from organisations who may want to attend future meetings of this group (supported housing element). | Contact Tina (Moat for more information). [Tina.mowat@moat.co.uk](mailto:Tina.mowat@moat.co.uk) | **ALL** | **As required** | |

***Thanks noted to Ashford Borough Council for hosting***