**KEG Meeting 19th June 2018, Golding Homes, Whatman House, Allington, Kent**

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| **Present**: Helen Critcher, Golding Homes; Rebecca Smith, Kent Housing Group; Lewis Kinch, Optivo; Tracey Marshall, Gravesham BC; Alec Mohun-Smith, Orbit; Vikki Perry, Ashford BC; Louise Gray, Dartford BC; Felicity Dunmall , Gravesend Churches HA; Jodie Miller, Medway Council  **Apologies**: Jan Henry, Moat; Michelle Thomas, East Kent Housing; Maggie Taylor, Clarion Housing Group  Visitors: Mark Pearson, Excelsior Safeguarding; Richard Denyer-Berwick; Citizens Online; Stuart Beaumont, Crime Stoppers | | | | | |
| **19/06/18** | **Reference** | **Notes** | **Action/Decision** | **Lead Person** | **Timescale** |
| **Gangs Training** | | MP provided an overview presentation around Gangs. Gangs is now a growing challenge and increasing problem for Home Counties. Using Indices of Deprivation from ONS can help identify potential hot spots or areas where there may be gang activity. Excelsior Safeguarding is currently being commissioned by the NHS to deliver Level 3 Safeguarding training.  Gang numbers are increasing in the Home Counties and nationally, as is the use of weapons. There is a need to build resilience around these numbers.  Some terminology used includes County Line, Cuckooing, Clean Skins, Hitter and Dinking. There are panel opportunities to support those who are affected by Gangs, Neighbourhood Responsibility Panel and the Family Support Panel, which can have a range of organisations represented.  Kent Children Safeguarding Board website is a useful resource regarding terminology and also hosts a cloud based portal where intelligence can be inputted, including gangs intel (FAO Operation Raptor). | **If colleagues have access to or manage Corporate Social Responsibility Funding then training in schools can be delivered using this, contact MP**  **Contact MP or Director Colleague should further training be required.** | **ALL**  **ALL** | **As required**  **As Required** |
| **Citizens Online** | | RDB gave an overview of Citizens Online. Citizens Online is a digital inclusion company and is 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.  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). You can purchase this package outside of the partnership working arrangements in Kent. 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. Wider social impact from digital inclusion services and opportunities, barriers to the digital opportunities are being used as indicators of poverty.  Digital Inclusion Meeting being held in Thanet on 12th July (10.00 – 13.00) one recently held in Maidstone. A big report will be issued by Citizens Online by the end of July. There will be a public release and then unique data for those who are engaged in the project in Kent.  Discussion Session/Questions:  Discussion about what people may need in terms of internet training, what are people afraid of in terms of internet security and what the blockers are around use of the internet. Accessibility still a key issue and for everyone not just those who are not digitally aware. There is help on the Citizens Online website about Accessibility, hints and tips. | **RS to share PDF version of presentation**  **RS to share details of the event in Thanet on 12th July.**  **ALL colleagues agreed to contact from RDB regarding the project and work of Citizens Online** | **RS** | **By 25/6** |
| **Crime stoppers** | | SB attended the meeting to update colleagues about recent changes to Crimestoppers and how the impact for local providers. Crimestoppers is a charity and purpose is to take calls via the call centre in Surrey, totally anonymous, information is passed on to a range of authorities, depending on the nature of the call. The Crimestoppers website is available, 52% of information into the call centre comes via the website, the remainder by phone. Last year SB visited a variety of groups across Kent promoting Crimestoppers and there was an increase of calls from Kent to the call centre of 48%, of this there was an increase of 11/12% in conviction rates.  SB today reminded colleagues about the Ambassador Programme, to become ambassadors for Crimestoppers, to spread the word about how Crimestoppers can assist with issues in the communities we serve. Every 6 months SB can share statistics with colleagues about activity across Kent; this is four or five pdf sheets, along with some text that can be used for internal or external news releases.  Most Wanted Digital Screen Programme, being piloted in Dartford currently and leading on for the Country. Photographs of those on the most wanted in the areas of Kent are put on to screens for 30 seconds every 15 minutes. If the pilot is successful then there could be an opportunity to use the software and ethos behind the pilot in other local areas.  Human Trafficking and Sexual Exploitation Campaign, this is specific campaigning, general information about these two key issues, there are direct links to Border Force and immigration through reports to Crimestoppers. | **ALL colleagues agreed to share contact details with SB for access to newsletters and updates.**  **SB to share leaflets, posters via RS for circulation**  **FD asked whether the project is advertised locally to make public aware, SB to take back to the Board** | **ALL**  **SB/RS**  **SB** | **As available**  **As soon as available** |
| **Mins / Matters Arising** | | Minutes agreed as accurate. Matters arising included:  Page 5 – LK advised that the surveying took place and had about 3000 responses; the main reason for non-engagement was about capacity and timing of the meetings.  Page 6 – LG advised that she was successful in recruiting an apprentice. | **Copies of report shared with colleagues at the table, RS to scan and share with action log** | **RS** | **By 25/6** |
| **KEG Forward Plan** | | Last meeting it was suggested to have meetings of KEG a minimum of twice a year. It was agreed to use one of the sessions for training, colleagues encouraged to share training topics or training providers.  Going forward KEG wants to remain useful and productive so colleagues need to come forward with any agenda ideas. | **ALL to provide suggestions for training and agenda items via HC and RS** | **ALL** | **As appropriate** |
| **Discussion Session** | | JM – Gardening support for elderly disabled residents, currently using Age UK or the Community Pay Back Team, any other agencies to use. The Blue Line is an organisation set up by ex-police officers who are volunteering to assist the community.  LG advised that Dartford BC have changed their newsletter and moving to a monthly blog, using Word Press or another platform. For those who want the newsletter information a quarterly update will be provided to them. Golding Vision do a blog monthly to bi monthly under the community section of the website, based around sponsorship of events or community chest work. Medway are considering a blog to feedback outcomes from Estate inspections, using residents for the blog.  The Green Paper is anticipated for publish at the end of July, this could be an agenda item for the next KEG meeting, as there is anticipation that engagement with residents could feature in the Green Paper.  HC advised that Golding is considering better use of Day Centres and Sheltered Schemes, the majority are used via Age UK. JM advised that there are initiatives called Day Club, which is a nightclub setting/ethos but in the day. TM to share contact details of a colleague in Gravesham regarding use of community centres.  HC also asked whether colleagues are tracking engagement with residents. LK advised that Optivo have considered this recently including appropriate use of targets or rating and no decision made currently. Golding currently uses an Impact Tracker, it is a record of who and when residents are engaged. Optivo also log contact through their CRM and can use this for reporting at the end of each period. | **HC and RS to note for Autumn KEG agenda**  **TM and all colleague to share contact details with HC** | **RS**  **ALL** | **For next meeting**  **ASAP** |
| **AOB** | | Employability day is at the end of the month, Oribt are holding national employment events in areas where they have stock, for Kent the Employment Coach is holding an event in Ramsgate between 10 and 12.30 on 29th June, a one stop shop careers fayre with some partners engaged in the area and with the housing provider.  RS reminded colleagues about the KHG and JPPB Excellence Awards 2018, the deadline for submission of nominations is now 5pm on 29th June, extended by one week.  KEG have been asked to consider promoting via their organisations the Benefit to Society, which has been set up to remove the stigma attached to social housing residents. Some members of KHG are already signed up to this but others should consider and support.  HC advised that Golding are working with West Kent HA on a Pop Up Business School event, asking colleagues to help promote.  HC advised that KEG need a Chair or Vice Chair, HC is currently in the position of Chair. Its intended that KEG will meet once more this year.  FD shared information about an organisation offering support to Maidstone residents. | **Colleagues encouraged to promote the event to clients if they have residents in the area. AMS to share a copy of literature about the event with RS**  [**http://www.kenthousinggroup.org.uk/khg-awards/**](http://www.kenthousinggroup.org.uk/khg-awards/)  [**http://benefittosociety.co.uk/**](http://benefittosociety.co.uk/)  **HC to share details for distribution via RS**  **To contact RS**  **FD to share the leaflet on line via RS to share with colleagues** | **AMS/RS**  **ALL**  **HC**  **FD** | **ASAP**  **5pm 29/6**  **ASAP**  **By 25/6** |

***Thanks noted to Golding Homes for hosting***