**DRAFT - NMSG Action Log – 14th October 2019, Ashford Borough Council, Ashford Kent**

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| **Present**: Matt Eddy, MHS Homes and Chair; Vitra Cummins, TCH; Anthony Crossley, Ashford BC; Dan Prentice, GCHA; Tina Dust, Sanctuary HG; Terry Spillard, Optivo, David Edie, Dartford BC; Sophie Hargreaves, Clarion HG;**Apologies**: Helen Sudbury, Golding Homes; Tom Harding, Medway Council; Stefan Polom & Keith Cane, TCHG; Juliett Knott, Golding Homes; Genette Pinwill, West Kent HA & Vice Chair;**Visitors**: Laura Wright, KCC; Marie Royle, Canterbury City Council |
| **Reference** | **Notes** | **Action/Decision** | **Lead**  | **Timescale** |
| **Minutes & Matters Arising July 2019** | Written notes not available for view ahead of the meeting. All three presentations at the last meeting were well reviewed. It was agreed that this group would now be known as the Kent Tenancy Management Group. Rent arrears and UC to remain on the agenda as a standing item going forward. |  |  |  |
| **EK Cuckooing Presentation** | MR provided an overview of the East Kent approach to cuckooing and the newly developed multi agency guidance to tackling cuckooing, which has been produced across a range of east Kent organisations, but with a view to sharing more widely across the county. Main points from the presentation – * Cuckooing has become an increasing issue in Canterbury and across the county
* A good majority of cases being dealt with using a different approach, including an inconsistent approach to dealing with the support for victims
* Lack of overall support for victims when a request to move is made, this is not helpful for tenancy sustainment
* Data collection about the impact of cuckooing is sporadic
* Working with endorsement from the Community Safety Partnership and the Kent Chief Executives there was collection of data, case studies, examples of good practice and this has resulted in the production of guidance, focused on front line staff
* Recognition that on some occasions the need for a move to alternative accommodation is necessary
* Action Plan developed and this covers three key areas, prevention, intervention and recovery, the Action Plan will be shared as an appendix to the main guidance document
* Key is to use the right powers at the right time, the pathways and ethos within the guidance has been tested locally in east Kent
* Colleagues encouraged to share the guidance digitally and this approach and processes can be used to disrupt organised crime
* An east Kent bid has been made to the Police and Crime Commissioner for funding to provide training for staff on cuckooing.
 | **RS to share digital copy of guidance and action plan when shared by MR** | **RS** | **As available** |
| **Prevent** | LW to share fact sheets in place of the presentation. Counter Terrorism Security Act 2015 – a new duty placed upon organisations, giving due regard to prevent terrorism in day to day work. Currently in a period of ‘severe threat’ the nature of the terror threat is constant and at rapid pace.Historically have relied on the Police to prevent terrorism, this should now be part of safeguarding work to prevent people becoming radicalised into terrorism. 22 attacks presented since 2017, the number of attacks prevented have doubled, the nature of terrorist attacks makes them more difficult to attack, 700 live case under investigation.LW talked through four attacks that have occurred within in the UK in 2017. Counter Terrorism Profile – tells the specific risk of a particular area, parts of it are ‘secret’ and can only be seen by particular individuals. There is a now a thematic overview for the SE, including Kent and Medway. These include:‘Aspirant Travellers’ – travel out to Syria and other areas and sending funding to other areas.‘Returnees from conflict zones’ – travelling back to the UK but may have been radicalised and cause harm in the UKVulnerability, need for affiliation and belonging can led to radicalisation.Use [www.kscmp.org.uk/prevent](http://www.kscmp.org.uk/prevent) to report or make a referralOk to share contact details for the Prevent Team – Nick Wilkinson, KCC Prevent and Channel Strategic Manager nick.wilkinson@kent.gov.uk ; Laura Wright, KCC Prevent Coordinator laura.wright@kent.gov.uk ; Sally Green, KCC Prevent Education Officer sally.green2@kent.gov.uk ; Helene Morris, KCC Prevent Officer helene.morris@kent.gov.uk; Prevent Referrals prevent.referrals@kent.police.uk The Home Office can have priority areas across the UK, but the whole country is ranked as ‘Severe’. | **RS to share digital fact sheets by email** | **RS** | **As available** |
| **The Tort Act** |  AC advised that Ashford BC have experienced difficulties with regards to ending tenancies when a person has no capacity or family members. Having asked across the KHG membership there was a varied response about how these tenancies are ended, are colleagues using a Tort notice and is this in conjunction with another notice and the relationship with Adult Social Care.DP advised that advice from their legal team was about a NTQ served, the Tort is then served when property is recovered, once that notice period has expired (14 days) the contents are disposed of. ME advised that MHS do not clear to store, if still in occupation will serve a Tort notice and is on their internal system is recorded as a ‘Tort Tenancy’. Optivo have used legal support internally through Litigation Friend as there is now power of eternity or capacity of tenancy.ME to share his policy about termination of tenancy.VC advised that TCH have a ‘justification note’ when taking action ahead of notice being served, useful recording and audit trail and therefore how a decision is made. Colleagues to share good examples of practice about Tort and end of tenancy policy for information. | **ME to share policy details via RS** | **RS** | **As available**  |
| **Review of the Eviction Protocol** | RS instigated a discussion about the draft Pre Eviction Protocol which is hoped to be signed off by both this group and the Kent Housing Options Group. The feedback previously was that making the referral to housing options teams at the point of serving a notice was too early, this has now been revised. The new protocol reflects the focus of prevention of homelessness.ME advised that in Medway the Housing Options Team are inviting those at risk of notice being served to have a conversation about the risk of homelessness, these sessions happen weekly current and prove successful.It was agreed that RS would share the draft protocol again for the group to review and feedback any comments by an agreed date, feedback would then be shared at the KHOG meeting on the 31st October with the intention to have a final version agreed and published. | **Colleagues to share any feedback on the draft shared with the meeting notes by Monday 21st October** | **ALL** | **By 21st Oct 2019** |
| **Rent Arrears and UC** | ME advised that this will remain as a standing item for the group moving forward. AC advised that 495 tenants on UC, 3 of 12 evictions are for UC, not accepting APA unless exceptional circumstances. DP raised that this should be reflected in an application to court with regards to APA as is this is a missed opportunity to avoid eviction.DE advised that approximately 600 tenants on UC. DP advised that a large number of tenants on UC are in arrears but were previously. Not many evictions for GCHA, focused work to get individuals back on track and they can overcome the disruption of UC, they also use a text trigger reminder about UC and paying rent and also for a missed rent payment. GCHA have had UC embedded due to stock distribution for about 4 years so have a good amount of experience in dealing with UC.DP advised that on line there is an online button to make a request for an APA (7 question criteria).Information from TCH via email – ‘*we now have 1073 tenants in receipt of UC, We are receiving direct payment for 112 (10.4%) of these’.*ME questioned if anyone has automated reconciliation of payments, as currently in some areas provided by post and this is an administrative burden. DE advised that their recent reconciliation information has come via email.To ask DWP if can come to a future meeting and talk about what is forth coming with regards to UC. DE has a colleague within his team that could attend to discuss  | **RS to approach DWP colleagues / DE to approach Dartford BC colleague** | **RS / DE** | **For Feb 2020 date** |
| **See the Person Campaign** | ME is going to defer the See the Person Campaign to the February meeting agenda. Make a Stand Campaign to be on the agenda for the KMSG February meeting. | **RS to note for February 2020 agenda** | **RS** | **For agenda** |
| **Dates and Agenda Planning 202** |  It was agreed to have three sessions for 2020, to commence in February, June, Oct to opt for mid-week.DE offered to host, Ashford to host (Farrow Court) and RS to approach Golding Homes/West Kent HA for a third date.Rent arrears and UC as standing item, S21 for the February 2020 meeting, Make a Stand Campaign, Dartford to share information about their multi agency hub. | **RS to note and share dates and venue information** | **RS** | **ASAP** |
| **AOB** | ME will be standing down as the Chair of the KMSG, GP will become the new chair and a new Vice Chair will be elected, colleagues to express an interest ahead of the next meeting of the group and a vote on the day.Hoarding training – RS to put the overview back out for the full day Hoarding Training, including costs, RS advised that need a max of 16 to fill the places as this keeps the costs reduced for those attending. Colleagues to confirm if have capacity and staff to attend to fill spaces.Kent Homechoice Mutual Exchange model has ceased, DE advised now using Homeswapper. SH advised that Clarion HG use an internal programme ‘Home Exchange’ to enable residents to undertake a mutual exchange, this is free to Clarion residents [www.houseexchange.org.uk](http://www.houseexchange.org.uk) and can be used outside of Clarion residents, Clarion no longer subscribing to Homeswapper. | Colleagues to share an expression of interest via email, with a short overview of themselves with RS by 1st NovemberRS to share overview and costing information | **ALL****RS** | **By 1st Nov** **With minutes** |

 ***Thanks noted to Ashford BC for hosting***