**Present:**  Rebecca Smith, KHG; Lauren Connor, Moat; Jo Etchart, Moat Foundation; Shane Convey, west Kent HA; Corinne Beech, West Kent HA; Andrew Holmes, DWP; Gemma Foster, Riverside; Blake Cornwall & Nancy Cashford, Optivo; Louise Gray, Dartford BC; Dan Prentice, Radcliffe Housing Society; Zoe Maurice, Southern Housing Group; Linda Perkins, Golding Homes; Wayne Smith, Olympia Boxing; Sophia Page & Trevor Gasson, Wellbeing People

**Apologies: George Barnes, West Kent HA; Lewis Kinch, Chair & Optivo; June Heslop & Steve Martin, Southern Housing Group;**

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| **Ref** | **Notes/Outcome** | **By When** | **Who** | **Action/Decision** |
| **Matters Arising June 2019** | Minutes agreed as accurate – matters arising:  RS to liaise with LK about the stigma survey, progress and to ascertain if all partners outlined at the June KEG meeting have been added (Radcliffe Housing Society, Orbit, English Rural and East Kent Housing).  RS to organise the SLACK app, which is a tool for KEG members to use for communication outside of the meetings for quick fire questions or sharing of information. | **By 8/11**  **As Avail** | **RS**  **RS** | Contact LK at Optivo  To share SLACK details |
| **Optivo Digital Engagement** | Optivo have been working on an online offer for residents who would like to engage with them in a digital way, leaving traditional methods of communication and engagement for those residents who are excluded digitally.  The application or offer has to be relevant for the residents, easy to use and benefit the resident. Optivo have carried out research with users, through interview workshops and surveys, including a series of questions about what the users would want and to assess the digital habits of customers.  Residents consider that all contact with Optivo is engagement, so as a landlord to make the most of all contact from residents is key. There have been four key requirements established for the online tool from the user engagement – Easy to Use, Informative, Feedback and a personalised experience. The workshop also led to developing the key requirements and capabilities for prototyping processing.  To date Optivo have submitted a business case, with the outcome to hopefully be that a dedicated team will roll out the new My Account application in phases. This process has taken 12 months to date, phase one to commence asap, with a new Head of Technology at Optivo having this on the agenda is a key project.  Currently Optivo have 44,000 residents across the country, 52% of these are using the tool currently. Good back office and CRM systems are key to sustaining a successful digital tool. | **By 8/11** | **RS** | Share a PDF of the presentation Slides |
| **The Mason Mile Update** | TG and SP provided an overview to support the report shared ahead of the meeting. TG provided background about Wellbeing People (WBP) and also the Mason Mile. The Mason Mile has grown considerably in size and now has a Chief Executive and administration team. Working with KCC The Mason Mile was awarded £15,000 funding to pilot projects across Kent and Medway with a view to levering and securing future funding from Sport England.  There have been two events delivered in the county so far, the first in Ashford at Victoria Park and the Second in Tonbridge, at the Race Course. The first of the two sessions had better attendance, the second was impacted by weather but was still attended by 6 families and 27 participants, lessons learnt from both session. The third and final event will be taking place at Herne Hill School in Faversham on the 20th November, colleagues encouraged to share information about this venue etc with residents in this area, Kent Sportive will be handling the marketing of the event.  The Family Mile project is a pilot running in Maidstone, running for a 12 week period with over 170 families registered to participate, 85 this week. The participants can download and join the Mason Mile Strava family club and clock miles from home or attend community meets. WBP and the Mason Mile are keen to use this blue print of pilot projects to secure funding and replicate more countywide.  The contact for the 20th November Mason Mile event in Faversham is Sophia Page at WBP T: 01622 834834  D: 01622 824832 E: [Sophia.Page@wellbeingpeople.com](mailto:Sophia.Page@wellbeingpeople.com) | **By 8/11** | **RS** | To share the report with the minutes |
| **DWP Update** | AH provided an overview of the structure within DWP and how the clusters of the Job Centres across Kent are set up. The role of the Partnership Manager, which is his role, is to be the link between the Job Centre and key partners, this includes local authorities, housing associations, voluntary sector organisations, larger training organisations. Each Job Centre has another key role that is an Employment Advisor, who have links with employers locally to seek employment opportunities for their clients.  DWP would be keen to understand and share the key partners contact details and offers that would benefit their job coaches or employment advisors, it was agreed that a generic email for these services in organisations where appropriate could be shared. It was also agreed to share the excel stock list with AH, which provides the stock numbers by landlord by district/borough.  AH provided an overview of partnership working that is established within Maidstone, working across social landlords in the area ‘social landlord impact partnership’, this has led to Golding Homes attending and assisting in the local job centre, understanding and sharing concerns, coordinating and encouraging partnership working opportunities and benefits.  There was a discussion about the third party escalation process, AH took back examples or expressions or concerns raised by colleagues in attendance, including what is accessible via the Portal and APA’s. AH agreed to share any relevant contact information for the Job Centre staff/key points of contact.  It was suggested that Andrew or another DWP representative attend the next Kent Tenancy Management Sub Group meeting. | **ASAP**  **When dates set** | **AH**  **RS** | To share any feedback or contact details via RS  To invite to Kent Tenancy Management Group |
| **Olympia Boxing** | Wayne Smith provided an overview of Olympia Boxing and what it can offer with regards to local communities and engagement. Built on the success of the 2012 Olympics WS has moved from boxing to coaching to working with Olympia Boxing, with a team of 5, all staff are registered and licenced accordingly.  Olympia are working with schools, disability groups, housing providers to help in communities, currently working with 34 schools and work across a range of ages client wise. Recently have won a Kent Sport Kudos Award.  Fit and Fed is a recent programme that has been developed and Moat have been involved with this locally in Kent over the summer and the October school breaks. Colleagues urged to make contact with WS if more details are required about his offer/costing options. |  | **ALL** | Colleagues to request copy of presentation (too large to email) |
| **Future Joint Events** | Optivo doing door knocks for vulnerable residents to provide information about out of hour’s services for when the services are closed or limited over the festive period. Moat are providing a grotto in the local library on Stanhope, happy to share with colleagues who have stock in the area, JE to share details when available about this, will happen across areas of stock managed by Moat.  Moat Foundation launching new two year strategy, bigger better events but value for money and more beneficial in terms of outcomes, potential to engage other partners. |  |  |  |
| **THH Resident Training Programme** | RS shared the leaflet regarding and example of the resident training programme, to see if any interest to commission or procure a training programme for residents in Kent and Medway. DR advised may be worthwhile to actively sign post what courses are available and how to help market.  Zoe – (SHG) advised that the SELEP’s have some funding and maybe worth a contact regarding opportunities. |  |  |  |
| **KEG Dates 2020** | It was agreed to set three meeting dates for 2020, February, June and Oct/November to avoid holiday periods and the second Tuesday in a month. AM meeting where possible and RS to request hosts. | **ASAP** | **RS** | **To set and share dates for 2020, to request hosts** |
| **Round Table** | Good Feedback on the Housing First Project winning at the KHG Excellence Awards 2019. |  |  |  |
| **AOB** | No AOB Noted |  |  |  |

**Thanks noted to Moat Homes for hosting and provision of refreshments.**