**KEG Meeting 18th June 2019, Golding Homes, Gate House, Maidstone, Kent**

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| **Present**: Helen Critcher, Chair & Golding Homes; Rebecca Smith, Kent Housing Group; Lewis Kinch, Optivo; Dan Prentice, Radcliffe Homes; Louise Gray, Dartford BC; Ian Long, MHS Homes; Jo Etchart, Moat; Corinne Beech & Emma Henry, West Kent HA; Matt Smith, Southern HG; Claire Howard, Moat Homes; Kathryn Harrison, English Rural HA;  **Apologies**: Lynsey Brogan, Hyde Housing; Vikki Perry, Ashford BC; Felicity Dunmall, Gravesham Churches HA; George Barnes, WKHA;  **Visitors**: Vicky Aitkenhead, Kent Wildlife Trust | | | | | |
| **18/06** | **Ref** | **Notes** | **Action/Decision** | **Lead** | **When** |
| **Optivo & NHS Partnership Working** | | NHS colleagues unable to attend the meeting, to refer to a future meeting.  LK advised that Optivo have been working with NHS colleagues, linked to Making Every Contact Count, across all staff, including contractor staff, understanding the referral process. HC advised that One You are using Golding Homes as a hub on Monday to meet clients. One You have a successful pathway of referral and can work with clients over a longer period of time. | **LK to confirm attendance at future meeting** | **LK** | **For Nov** |
| **Kent Wildlife Trust Project Overview** | | VA is a Nature and Wellbeing Officer, projects are about connections to nature and the positive impact on wellbeing, trying to develop a programme to address this. Take Root, based in Sevenoaks, through social prescribing, this is nature based interventions, a 2 year project funded by Government and National Lottery. There are referral partners through WK Mind, One You Sevenoaks, Involve and self-referral. 8 x 6 week programme, monthly health and mindfulness walks. These are all free activities, part of a wider aim to have projects across, looking for new partners to work with Wildlife Trust. Leaflet shared.  Involve and Mind the first points of contact are the GP, with One You this is through them. There is a form on the Kent Wildlife Trust website for self-referral. Currently 12 referrals, using loneliness measures to capture the impacts, the referrals are offering a service to a wide range of people.  Officers are Mental Health First Aid Trained who are supporting this project. Kent Wildlife Trust will be able to offer training around Mental Health First Aid in the future.  The project does evaluation through a feedback form, following each time they interact within the project. No limit to the access to the project over the two year life span and no commitment to the whole 6 week plan. This project may lead to other volunteering roles for those participating.  Capacity could be up to 30 and KWT are recruiting volunteers. There is a target of 160 referrals with the funders. Vicky is developing a cost list for sessions and could deliver one of sessions and is flexible on the programme delivery. | **RS to scan and share project leaflet**  **Contact details for Vicky on the reverse of the leaflet** | **RS** | **ASAP** |
| **Minutes & Matters Arising** | | Page 2 – RS to chase Community Insight about feedback on a tool, RS to also share the stock information back with partners for an update on the numbers.  Page 3 – HC advised that Golding Homes are supporting the Heart and Hospice pilot project. | **RS to make contact, JE to share contact details** | **RS/**  **JE** | **ASAP** |
| **Working together to reduce Social Stigma** | | LK advised that he has worked on the stigma project and the survey is almost completed. LK provided background to the survey, this was from the Green Paper and the focus on stigma within social housing.  Time frame for the survey will be two weeks once the survey is ready to go out, there will be a survey expiry date that will be shared with colleagues.  LK to add Radcliffe Housing Society, Orbit, English Rural Housing Association and East Kent Housing, LK to put in alphabetical order.  Feedback from colleagues was about the opportunity to provide a guide or pop ups through the survey to help survey participants complete the survey. MS suggested it may be useful to have tick list against comments to make it easier for participants to complete the survey. It was also suggested to have a box that confirms the survey has been completed.  The survey will give feedback on the top rated answers and how to consider comments that can help how you respond to the survey feedback. The link to the survey is <https://optivo.crowdoscope.com/app/stigma-draft-1> | **LW to update and put list A-Z** | **LK** | **ASAP** |
| **Mason Mile Project** | | KHG have funding through Kent Public Health to run three Mason Mile and Wellbeing People events, linked to Kent Public Health outcomes.  The focus for the events is in Ashford, Tonbridge and Sittingbourne, there is no additional requirement for funding but support from housing providers/local authorities in the areas where the focus is. This may lead to additional funding into Kent via Sport England which will benefit Kent and Medway residents.  RS to share details for Wellbeing People so that colleagues who have stock and are able to support the events. Golding Homes do provide volunteers for the events that are held in Maidstone, this includes marshal posts. How to use social media for those supporting the event – colleagues to firm up with BM at WBP about how to market the event to residents.  The likely time frame for the events are September/October. | **Contact details for Ben McGannan -**  Managing Director, Wellbeing People  DDI: 01622 834821  [**BenMcGannan@wellbeingpeople.com**](mailto:BenMcGannan@wellbeingpeople.com) | **ALL** | **ASAP** |
| **Joint Working Opportunities** | | HC advised that Golding Homes have been working with Pop Up Business School, the aim is to get more residents attending events. MS advised that SHG are working with the PUBS through the Increase Project on the Isle of Wight, interested to have feedback on the employment offer of other organisations. MHS Homes use partners to deliver employment support, through RBLI and Employ Medway, through a referral process. Moat used to have Back to Work advisors that used to work just with Moat residents but now working with partners to deliver this area of business. DP advised that Radcliffe HS work and refer to Croydon Council, a good model to share and learn from.  RS to share the stock table so that new colleagues can update with stock numbers for each district.  There was a range of services with regards to Welfare Support and Financial/Wellbeing support for residents. MS suggested that could add core offer around employment and training. HC advised that Golding Homes have a new strategy - <https://www.goldinghomes.org.uk/download.cfm?doc=docm93jijm4n5316.pdf&ver=10966>  RS to share the survey template with colleagues and the feedback from those who have responded, this was the survey on rent arrears through Neighbourhood Management Sub Group. JH advised that Moat have hubs that could be used by partners. It was agreed that colleagues could share details of events through the KHG website and RS can share links to the wider membership to market.  CB advised that West Kent HA are recruiting around Business Development and can link into this group and the joint working opportunities. | **RS to share stock table, colleagues to update**  **Share survey template with notes and survey outcomes when assessed** | **ALL**  **RS** | **By end July**  **By 19th June** |
| **KEG Agenda Planning** | | HC advised that she will be on maternity leave in November and LK will chair the meeting. Colleagues encouraged to share any agenda items, one to include will be the Stigma Survey feedback, Optivo could share feedback on the modernisation of resident engagement and how to get a representative feedback from across the organisation. HC advised that Golding have done some work with Voluntas who did some work via telephone and hope to have a tenant portal moving forward and use this to target particular resident groups. HC recommended that colleagues look at the RHP website, this is a good example of good practice around resident involvement. <https://www.rhp.org.uk/rhpui/> | **Colleagues to share agenda items with RS for November 2019** | **ALL** | **By Sept** |
| **Round Table** | | There was a discussion about the use of social media and how to manage this, the role of on line forums and use of digital platforms to assist with engagement.  MS advised if anyone used Advice Pro, an online case management system, the majority of colleagues are using a CRM model and all information has to go on this and not use Excel.  JE suggested a forum/platform for members of KEG to use to communicate, outside of email. The application called Slack was suggested as an option. | **SLACK info to be shared by RS** | **RS** | **By 19th June** |
| **AOB** | | The KHG Excellence Awards 2019 submissions are now open and close on the 30th August 2019. There is a resident/tenant award so colleagues are encouraged to submit. RS to share link to the event with details.  <https://www.kenthousinggroup.org.uk/khg-awards/>  Optivo are recruiting a Resident Involvement Officer for Kent, Moat are recruiting a Moat Foundation Officer for the Stanhope office in Ashford. | **Colleagues to view and consider submission** | **ALL** | **By 30th August** |

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