

## Kent Housing Group's Housing, Health and Social Sub Group Meeting

Monday 9 March 2020

Held at Council Chamber, Ashford Borough Council, Civic Centre, Tannery Lane,  
Ashford TN23 1PL

### Attendance:

Hayley Brooks	Sevenoaks District Council
Brian Horton	South East Local Enterprise Partnership (SELEP)
Ashley Jackson	Thanet District Council
Anne Tidmarsh	KCC
Linda Smith	Public Health
Jane Miller	KCC
Mark James	Ashford Borough Council
Mark Foster	Kent, Surrey, Sussex Community Rehabilitation Company
Hazel Skinner	Tonbridge and Malling Borough Council
Marie Royle	CCC
Duncan Wilson	West Kent Housing Association
Niki Melville	Town and Country Housing
Rebecca Smith	Kent Housing Group
Sarah Tickner	Kent Housing Group
Nigel Bucklow	Maidstone Borough Council

**Apologies:** John Littlemore, Maidstone Borough Council  
Sarah Martin, KCHFT,  
Linda Hibbs, Tonbridge and Malling Borough Council  
Jane Lang, Tunbridge Wells Borough Council  
Helen Charles, Town and Country

**Chair:** Hayley Brooks

	<u>Points of note and actions agreed:</u>	
<b>1.</b>	<b>Welcome and introduction</b>	
<b>2.</b>	<b>Minutes and Matters Arising</b>	
2.1	Brian Horton is a member of sub group representing SELEP and this correction shall be reflected in the notes.	ST
2.2	Actions from the last meeting are picked up within this meeting's agenda.	

3.	<b>Update on the Sub Group Action Plan</b>	
	<p>Sarah shared updates on work delivered over the past eight weeks and since our last meeting.</p> <p>Points of note / Call to Action from Members:</p>	
3.1	Links have been made with the Private Sector Housing Sub Group and we are in progress to align actions within our action plans because many of our health themes also align with their client group.	
3.2	<p>Make Every Contact Count (MECC) taster sessions arranged for Friday 24 April 2020 (at Ashford BC) and on Monday 27 April 2020 (at Sevenoaks DC). Places are limited so please book yourself/your colleagues on if you are interested. We are using this taster opportunity to assess demand so we can argue a need and appetite across our sectors for further training, including a train the trainer option.</p>	All
3.3	Linda Smith asked the membership how many places we would ideally like on a train the trainer MECC course. Hayley Brooks said 20 places would be a good start.	
3.4	An overview of the ESTHER model is being shared at today's meeting. Can colleagues please communicate if this is something they would be interested rolling out across their organisations?	All
3.5	The Directory of Services by District with lead contracts is underway.	ST
3.6	<p>Kent wide campaigns 2020-21: members discussed this and contributed further campaign suggestions: namely Workplace Health and Autism.</p>	
	Sarah Tickner to compile a quarterly list of shared campaigns for the sub group to deliver upon, based on our conversation today. Sarah will communicate this via email after the meeting.	ST
	All present agreed to deliver upon the joint campaign initiative	All
3.7	<p>Colleagues requested additional work / or a focus on autism to aid us with effectively supporting vulnerable people:</p>	
	<p>Autism Awareness Training.</p> <p>Jane Miller to email Sarah Tickner with course information</p> <p>Linda Smith to research this subject within Public Health and communicate findings to Sarah Tickner.</p>	ST JM LS
3.11	Domestic Abuse Awareness training is being sourced. Sarah will send the training spec out to colleagues so they can influence what the training entails.	ST

3.12	<p>One request received at today's meeting is for it to address domestic abuse with rough sleepers and abuse within homeless couples.</p> <p>Marie Royle requested a future discussion on what everyone is doing on the rough sleeping initiative (MCHLG funding) and their contributions to health and wellbeing. Would like to understand: outline of what each of the projects are in each of the Districts, the challenges faced, the contacts made and future work plans.</p> <p>It was agreed that this shall be an agenda item at the next sub group meeting</p>	ST
4  4.1	<p><b>The Front Door Service for Under 18's</b></p> <p>Lesley Gould, Front Door Service Manager, attended to explain the Front Door Service to NHS, Social Care, Local Authority and Housing Association colleagues.</p> <p>Lesley kindly talked us through the service because her slides to support this agenda item failed.</p> <p>Key points to note are:</p> <p>Lesley asked colleagues to make families aware that you are referring them and to seek an Agreement to Engage. This enables greater engagement from the point of referral and allows more effective working. The referral form asks if you have this agreement so please do communicate this on the form.</p> <p>If someone is at risk then the team can have a Strategy meeting set up within an hour.</p> <p>The referrer should get an automated response with a reference number and will then receive an update on their referral 24-48 hours later.</p> <p>Members requested that both the adult and child's name be communicated when sharing information back with the Districts to aid identification of the child in question under referral.</p> <p>It was questioned how this service links with a safeguarding referral? Lesley confirmed that it is the same referral process for Under 18's.</p> <p>Lesley shares her notes, post meeting, with the following explanation:</p> <p>"I did not prepare a bespoke presentation for the meeting this morning – rather I was going to use and adapt a recent presentation I gave to Kent Schools.</p> <p>Whilst there may be some info that is not quite relevant, there is nothing that cannot be shared. Hence I attach that presentation".</p>	

	<p>The presentation and the Kent Support Levels Guidance Sheet accompany these notes.</p> <p>Further information on the Under 18's Front Door Service and the 'Request for Support' Form (referral) can be found here;  <a href="http://www.kscmp.org.uk">www.kscmp.org.uk</a> under 'Guidance' and then 'Worried about a Child'</p> <p>or</p> <p><a href="http://www.kelsi.org.uk">www.kelsi.org.uk</a> under 'Support for Children and Young People'.</p> <p>Lesley Gould offered colleagues the opportunity to shadow the team for half a day. This is a planned session so please do email Lesley directly to arrange:  <a href="mailto:Lesley.Gould@kent.gov.uk">Lesley.Gould@kent.gov.uk</a></p>	
4.2	<p>Anne Tidmarsh offered to share with colleagues the service flow charts for both the Under 18 and Adult Front Door services</p> <p>Members requested a future agenda item on the Adult Front Door.</p>	<p>AT</p> <p>ST</p>
<b>5</b>	<b>Introduction to the ESTHER model</b>	
5.1	<p>Anne Tidmarsh gave an overview of the ESTHER model to the sub group and her presentation accompanies these notes.</p> <p>The premise of ESTHER is about moving the conversation from 'What's the matter <i>with</i> you' to 'What matters <i>to</i> you'.</p> <p>There are different strands within the ESTHER model:</p> <ul style="list-style-type: none"> <li>• ESTHER Ambassadors – provides you with an in=depth understanding of the model and how to apply this to your work.</li> <li>• ESTHER Coach – trained around offering a personalised approach</li> <li>• ESTHER Café – were all those involved in a person's care gather around ESTHER to hear of their experience (like a 360 review)</li> </ul> <p>Anne would welcome any requests from organisations to support the implementation of the Ambassador and Coach training.</p> <p>Anne will send the link to members for the e-learning model.</p> <p>Further information can be found here:  <a href="https://designandlearningcentre.com/esther-our-training-opportunities-in-kent/">https://designandlearningcentre.com/esther-our-training-opportunities-in-kent/</a></p>	AT
5.2	Anne also share with the sub group the following information:	

	<ul style="list-style-type: none"> <li>• Anne explained that she will be leaving her role at KCC and everyone wished her well.</li> <li>• Empower Care Project – just initiated and Anne would be happy to return and present to the group at a later date.</li> <li>• Carer's App 'Help4Care' is ready for download. Still needs some work but is functional. It also links to the Social Prescribing platform.</li> </ul>	
<b>6</b>	<b>Ex-offender Supported Accommodation Initiative Update</b>	
6.1	This item is deferred to the next meeting due to the presenters being unable to attend the meeting today.	ST
<b>7.</b>	<b>Any Other Business</b>	
7.1	<p>Linda Smith suggested a future agenda item from Kent Fire and Rescue Service. Members were happy for them to attend to present on what their service offer is.</p> <p>Sarah Tickner to arrange with Richard Stanford-Beale</p>	ST