**Present:**  : Lewis Kinch, Chair & Optivo; Rebecca Smith, KHG; Lauren Connor and Jo Etchart, Moat Foundation; Gemma Foster, Riverside; Louise Gray, Dartford BC; Linda Perkins, Golding Homes; Shelia Bowdery, SE Water; Corinne Beech, Emma Henry & Jakob Kupferberg, George Barnes, West Kent HA; Helen Charles, Town and Country Housing; Steve Martin, Southern Housing Group; Felicity Dunmall, GCHA; Helen Charles, Town & Country Housing;

**Apologies:** Vikki Perry, Ashford BC; June Heslop, Southern Housing Group; Claire Billis, South East Water; Dan Prentice, Radcliffe HS;

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| **Ref** | **Notes/Outcome** | **When** | **Who** | **Action/Decision** |
| **Matters Arising Oct 2019** | Slack App – RS to look at this again. Colleagues to download app and use to ask questions – Kent Engagement Group.  Mason Mile Update from the last meeting. This was discussed at a recent Kent Housing Group meeting and the value of using or continuing this partnership moving forward.  It was agreed that KEG would develop a business case around the Community Chef model of working in the community. Colleagues agreed to share with Lewis what is happening locally in areas to avoid duplication and map existing provision, LK can then can work up business case with Mike Spackman to share with KEG colleagues before submitting a business case for funding to Kent Public Health. | **ASAP**  **ASAP** | **RS**  **LK/ ALL** | RS to share Slack App Details  LK to share details regarding potential project and colleagues to feedback on existing schemes across the county |
| **Community Chef Discussion** | Mike Spackman (MS) introduced himself and work that he does across Kent and Medway with regards to food and community based work. Over recent years MS has secured funding to help meet healthy eating objectives, working in children centres and also with Optivo as a housing provider on community projects.  MS uses and sees food as a way to engage with people and bring cohesion to communities, setting food decisions and choices at an ambitious level, but affordable and within reach of lower income households, accessing the skills set across generations of members of the community. Food is a good way to bring together and focus on intergenerational opportunities.  The kitchen or space that could be used to set up additional projects with KEG or individual members of KHG would be seen as community spaces rather than kitchens, MS keen to establish a legacy or project that is sustainable, not just one off events.  The group agreed that there was sufficient interest and potential to develop a business case for consideration by Kent Public Health for funding, which could potentially be matched by KEG colleagues from within their organisations. It was agreed that Lewis would develop a plan working with MS to consider what a model could look like and the potential costing. Moat have 4 x community hubs that could be used as a space and open to other members with stock in those areas, moving towards more sustainable projects for funding rather than one off projects. Colleagues need to make Lewis aware of any other community based projects that are similar that they are funding and where in Kent, this will avoid any duplication. LK to keep colleagues updated by email between now and the June meeting of KEG. At the meeting interested parties included Moat Foundation, Optivo, Clarion HG, Golding Homes, potentially WKHA and GCHA. | **By 20/03** | **ALL** | To share with LK details of any community projects that are linked to food/healthy eating that are funding currently, where they are and objectives of them |
| **SE Water Presentation** | Claire unable to attend but Shelia provided an overview of the slides for SE Water who are keen to work and engage with housing providers and social landlords about supporting vulnerable members in the communities of Kent and Medway. SE Water have developed a Vulnerability Strategy (2019) identifying a set of vulnerability values, differing ways of how to communicate with customers, trying to get the most vulnerable members of communities and their customers to sign up to the Priority Services Register (PSR).  SE Water would like to work with housing providers across the board to encourage new tenants to sign up to the PSR, if appropriate at the start of their tenancy, to enable them to get the best possible tariff. Currently working on water efficiency and smart meter pilots, with the view to identify water leaks at an earlier time and to avoid debt build up.  The slides provide data about current customer numbers who receive support and targets for future years, the reason behind the increase in the numbers is OFWAT exploring demographic data, all energy companies being urged by OFWAT to consider vulnerability and support for their customers.  The PRS is free to join for customers with additional needs/vulnerability, there are currently 27 different listings of these used by SE Water. Registration for the PRS is on line via the SEW website, which has capacity to translate and offer services for those who are visually impaired. All utility companies are using the register via a main portal from 2021, if emailing on behalf of a resident you do need to have their consent. SEW do also work with Trusted Partners, such as food banks who have forms that are coded so the SEW can track where applications are coming from. SEW keen for information about the register to be shared across partners who may be able to assist clients in need of support. A video about the PRS will be on the website in due course, Claire will share when available.  Colleagues urged to view the website for information about customer debt with SEW and the process to have assistance with debt, which is decided by a panel. The Customer Services Team is also a good source of information. There was also a discussion about the support SEW can provide in an emergency situation, bottled water etc |  |  | RS to share slides |
| **Riverside Local Offer** | GF shared information about the Local Officer from Riverside to residents in Thanet, one of their 6 identified priority areas, the other 5 are in the Midlands. The Local Offer provides feedback to the community about progress on key areas of work or concern that have been identified and the leaflet shared and included within the slides provide quotes from residents. This is a new approach for Riverside in respect of communication about the Local Offer, happy to receive feedback from colleagues on the leaflet format or context. |  |  | RS to share slides |
| **Housing Green Paper / Stigma of Social Housing** | LK raised that it has been hinted nationally within the previous conservative administration about more stringent regulation is with regards to involvement of residents. SHG currently record and map for each project, mapping and auditing who is involved, currently working with GDPR colleagues to understand how to do this in a positive way and identify why certain demographics do or don’t engage with SHG. A report per project is then produced and linked to SHG Core Values.  GCHA removed Fixed Term Tenancies in light of the Social Housing Green Paper, to assist with community cohesion and allow households to make long term connections locally. Also looking at who are in the communities are and using a consultant to extract evidence and information and to share back with GCHA to help inform their services accordingly.  TCH have an action plan to look at compliance and engagement, as a whole organisational approach, embedding into all roles, listening to the resident voice to ensure meeting the objectives set out within the Green Paper.  Moat are undertaken a big push on Customer Engagement, all at the forefront of their services and interactions.  WKHA are in the process of setting up a scrutiny group and some other organisations are using them or reviewing the role and purpose of such groups. TCH scrutiny group is effective but likely due to the size of the organisation and the relationship with the Board, with outcomes and actions visible. TCH undertake both internal training but also use TPAS to help with training, who have a dedicated officer for support.  Discussion about showing the value and role of each service area within an organisation with regards to engagement and involvement. TCH have introduced having a standing item on all meeting agendas about the Residents Voice, this is newly introduced. |  |  |  |
| **Round Table Discussion/ Topics** | LP is undertaking work on social value through procurement, a new way of working for Golding Homes. Colleagues to share examples with LP. To include sharing criteria and scoring information that has been used. FD advised that residents were also engaged in the tendering process and selection.  LK has updated that he is now designing a new survey around a county wide stigma survey and will share when ready, possibly through the Slack App.  HC advised that See the Person are hosting a meeting but not locally, still waiting on a response. | **ASAP**  **When Avail** | **ALL**  **LK** | Colleagues to share examples  LK to update when survey ready to share |
| **AOB** | HC asked if colleagues if anyone has signed up to Together with Tenants through the NHF (a Tenants Charter) Optivo are an early adopter, unsure if general adoptions are open yet. |  |  |  |

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