**Present**: Genette Pinwill, Chair and Golding; Sean Richards, WKHA; Tracy Chambers and Simon Davis, Medway C; Ben Ridley-Johnson and Tina Dust, Sanctuary Housing; Felicity Dunmall, GCHA; David Edie, Dartford BC; Nicola Bowen, Choice Support; Verity Johnson, Dover DC; Tom Harding, Folkestone and Hythe; Craig Kendall, Hyde Housing; Helen Miller, KHG;

**Apologies:** Helen Sudbury and Sian Hanrahan Folkestone and Hythe; Donna Whitehead, Georgina Tippins and Ben McGowan, Moat; Sian Harris, Clarion; Anthony Crossley, Ashford; Matthew Robbins, Optivo;

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| Reference | Notes/Outcome | Who | Action/Decision |
| Introductions and apologies | GP welcomed Nicola Bowen from Choice Support, charitable provider of supported housing and Ben Ridley-Johnson from Sanctuary Housing who joined the group today.  The agenda is shaped as a group so please highlight items to GP or HM.  The Homeswapper action for DE from June meeting notes was carried forward  SR gave an update on the Domestic Abuse reciprocal arrangement from this morning’s KHOG. Concerns were raised around about duplicating existing agreement but also an awareness that what was being proposed was wider in scope. No firm decisions made but a working group was proposed to consider new aspects. Nicola thought this could be a strength so that vulnerable people don’t need to present as Homelessness and could perhaps be a route through MARAC to other social housing stock. | HM | **Request an update from KHOG on DA reciprocal agreement update for November 2021** |
| Customer Satisfaction Surveys | Dover DC had done customer survey via newsletter and also online. It’s a new service coming back inhouse. Initial feedback was OK on housing management, poor on repairs but that has the benefit of giving them teeth to get phone system changed for reporting repairs. They wanted 550 responses, got 450 naturally and then also got staff to push the survey during other contacts and did get sufficient responses.  GCHA also did their survey online and by post with follow up calls to prompt. It showed lower satisfaction on maintenance. They used 6 core questions from Star Survey and pulled further questions from the library to set the strategy. FD shared questions to be circulated to the group.  Folkestone and Hythe did a survey in Dec 2020 and will do a further one in Spring 2022. They used the Star Survey questions, 6 compulsory questions and then some from the library. They did email and phone based survey and got a good response. Again, it’s a new service so aimed to discover what customers thought of the service so far and what they wanted going forward. Ease of communication and respect was covered as well as maintenance. They found using an external company allowed them to bench mark F&H against other providers  Medway did a small survey in Jan-Feb 2021 about estate services which they outsource to Norse. This was done online and hard copy and had a 24% response rate.  WKHA is moving to a transactional approach to gathering data so when a customer contacts the service for other reasons they also ask them for opinions via Rant and Rave.  Golding uses CX feedback tool, a transactional view after the customer has contacted them. They are a member of Institute of Customer Service and survey is currently live. They’ve also made changes this year so harder surveying through change. Aiming for on the ground feedback and getting feedback on flats and communal spaces so ask when door knocking. This also gives insight for planning maintenance.  Many organisations are moving to a hybrid of surveys and ad hoc data directly after a contact.  A KHG White Paper event is planned on morning of 9th Nov – hold on diary if you may wish to attend. |  |  |
| Lettings/viewings – changes or updates to procedures | Best Practice, what emerged from Covid and what to continue with;  Good Practice guide for virtual sign up and lettings. GCHA will continue that for the paperwork, and a hybrid where suitable, yet most clients have preferred face to face meetings. Advertising market rents is more virtual so more useful in market than affordable sector. Some people are also choosing to come to events virtually, so will continue that as their offer. It reduces transport and childcare barriers  F&H are continuing with Docusign for sign ups on phone. They tried virtual viewings but found little appetite for this from the council nor customers. The culture of the team has shifted with the silent question of ‘can you do this by phone’ as a first option, so more by phone than face to face contact than before. F&H has a digital shift to help clients do tasks online.  Dover, Virtual property inspections virtual mutual exchanges dropped as it seemed to take longer than in person. |  |  |
| Changes/improvements in practice to spark discussion at KHG | More of a hybrid, part virtual part face to face approach for lettings. Virtual great for ensuring tenants do get copies of documents, however customers prefer face to face viewings.  Virtual property viewings largely dropped now.  A general shift to doing tasks that can be done but phone by phone as time and cost effective. |  |  |
| Volunteers for chair and VC roles | There is an opportunity to be the chair or vice chair starting from Jan 2022 and the term is two years. Please ask GP or DE if want to know more about being chair or vice chair. GP advised it doesn’t take too much time as partnership manager supports you. It’s good for career development and helping you work with colleagues across the county. Please email GP or HM if would like to volunteer. |  |  |
| Kent & Medway Housing Strategy | Exec Board wants each sub group to ensure it focuses on delivering this [strategy](https://www.kenthousinggroup.org.uk/assets/uploads/large/FINAL-Kent-Medway-Housing-Strategy-2020-2025-29.7.2020.pdf). We need to capture the work we do toward this in the feedback to KHG. Actions that relate to this group include (text in *italics)*;  ***Working together for safer homes***  *Develop an even closer relationship with Kent Fire & Rescue around prioritising fire safety in all tenures, housing new and old, planning and infrastructure, prioritising any emerging legislation and regulation as a result of Grenfell*  FD, some residents don’t see replacing front doors with fire doors as an improvement. Kent Fire and Rescue has supported those discussions with challenging residents. TH found similar resistance with changing internal doors to fire doors. It can feel invasive yet these simple improvements are needed for safety, particularly in light of the Grenfell fire. GP suggested communications will be key and asking KF&R to support this. This difficulty with improving safety whilst listening to customers may come up again in White Paper conversations.  *Promote and facilitate the sharing of information about services that can be offered to residents to support the countywide and individual health and wellbeing agendas*  ***Affordability***  *Explore new models and pathways to support vulnerable members of the community, including sharing learning and best practice regarding Housing First pilots*  Welfare support colleagues are stretched. Concerns around furlough ending  We will keep the strategy on agenda and revisit. | **GP** | **To liaise with Kent Fire and Rescue Service to gain their thoughts on gaining acceptance of new fire doors** |
| Planning 2022 meetings | The group suggested meetings should be Tuesday to Thursday, 10-11 and by Teams. Suggested dates of Wed 9 Feb, Wed 20 Apr, Tue 14th June, Tue, 27th Sept, and Tue 29th Nov. | **HM** | **Send calendar invitations out and put on website** |
| AOB | Mark Goodman is welcome to attend Nov 2021 meeting to present on improving bin areas in flats  DE asking for feedback on [Dartfords Tenancy Policy and Strategy](https://www.dartford.gov.uk/by-category/housing2/housing/other-housing-services/consultations.) be sent by 24th Sept to [Sarah.williamson@dartford.gov.uk](mailto:Sarah.williamson@dartford.gov.uk)  Nicola Bowen asked whether KHG has links to the Court service? Possession takings taking a long time. HM to ask KHOG if they have contact for court liaison updates and if can invite to November meeting do so.  TH explained that KCC are running an electric van loan scheme, free for two months REVs scheme [Kent REVS Van Trial | Low Carbon Kent](https://lowcarbonkent.com/kent-revs-van-trial/) It may be worth LAs and HAs trying this as electric vehicles are generally cheaper to run.  The group is interested in keeping abreast of COMF | **All**  **HM** | **Provide feedback on this strategy**  **Put COMF update on agenda for November 2021** |