**Draft Kent Engagement Group Meeting Notes 29June 2022, Microsoft Teams Call**

DRAFT

**Present**: Steve Martin, SHG volunteer chair for the meeting; Emma Henry, WKHA; Mark Meredith, SHG; Maddie Kelly-Morrow, Golding; Jodie Moore, mhs; Rebecca Williams, T&CH; Corrine Beech, WKHA; Loren Paine, Folkestone and Hythe; Vikki Perry, Ashford; Helen Miller KHG;

**Apologies:** Lewis Kinch, Optivo; Matt Smith, SHG; Vicky May; Gravesham; Sarah Leipnik, Golding; Tracey Bell, Gravesham; Lin Perkins, Golding and co-chair; Louise Humphrey and Ian Long, mhs; Michelle Thomas, Thanet; Nancy Baxendale, Optivo and co-chair; Louise Gray, Dartford; Angela Palmer, mhs;

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| Reference | Notes/Outcome | Who | Action/Decision |
| Matters Arising | Nancy Baxendale, Lin Perkins and Beth Becks have volunteered to be co-chairs |  |  |
| Which onboarding/welcome pack contents do you use & why  SH6 | This is focused on when the new tenants move in.  JM mhs is quite new to the role. They did have a very detailed pack a while back but it’s possible that it wasn’t being read. Then they had new tenants meetings but they stopped in pandemic. In the last couple of months they’re planning sending a pdf to tenants. It covers gas meters, house admin, signposts to bins collection days, etc. This is very new so they will be asking the customers what they want in the pack.  EH WKHA, interesting topic and hard to get right. They also used to give a huge pack, then a web link for finding information and that’s been reviewed but not fully. They’d want to provide the right information but not overwhelm tenants. It is important and a really big project and they want to get it right. They will introduce a housing management system and it would be useful to sign tenants up for engagement at move in.  SM SHG there is a huge amount to take on when moving in and they thought a later visit may be a better time to give more information. Perhaps some information on the day but more on a later occasion. Community investment and finding out what support tenants need when, or soon after, they move in is important but perhaps not on moving in day?  EH would SHG always check vulnerability and needs on sign up? SM could be done at different times near the beginning of tenancy.  MM SHG Uses New Beginnings for those with a vulnerability that checks all is on track within first 6 weeks of tenancy. This flags that contacts are made and addresses given to relevant people like GPs, social services, etc.  The group found this topic interesting and would like to consider how to share their information without too many large emails. |  |  |
| Delivering the K&M Housing [Strategy](https://www.kenthousinggroup.org.uk/protocols/kent-medway-housing-strategy-2020-2025-a-place-people-want-to-call-home/) | The objectives from the K&M Housing Strategy that are relevant to this group are listed at the end of the agenda. The group was asked which area it would like to start on? The group asked how delivery would be measured. HM explained that with some of the objectives it’s hard to give a quantitative response but there should be an outcome, which is more than just discussed at the meeting. It could be a soft outcome like members shared their move in packs, or shared the results of their questionnaire which enabled other members to (outcome so perhaps change their pack, tweak their questionnaire, etc.). It could be a more tangible outcome like wrote a guidance note on the topic (you can see examples of documents produced by sub groups here [KHG Strategy, Protocols and Consultation Responses - Kent Housing Group](https://www.kenthousinggroup.org.uk/briefing-papers-consultation-responses/) ) or held an event with partners on it with the outcomes of…  Perhaps SH7 ‘Support and provide the opportunity for residents to share more effectively their voice on how their homes are managed and maintained, to provide them with confidence about their overall safety and wellbeing’ would be a start point as the group members are frequently seeking their tenants views and using them to shape services?    SM will do a MS forms survey to ask how people want to share documents. HM to circulate.  SM some people are more focused in Kent and others stock is wider. | SM | Create an MS form to seek members’ views on how to share documents. etc. |
| Being Safe in Your Home – meeting tenants needs  SH1,6 & 7  A8 | There is the idea of Being Safe in Your Home and finding ways to meet your tenants’ needs in the social housing white paper.  SM they did 5 building safety projects and started an involvement strategy to work with tenants on topics like sustainability, fire safety, asbestos, etc. to help tenants understand the issues. They’ve asked what information that people want, across the tenures, and found that people want the same information across the tenures. This helps address any stigma between tenures. [Resident Involvement Library (shgroup.org.uk)](https://www.shgroup.org.uk/your-home/resident-involvement/resident-involvement-library/)  MK-M they’ve been pulling advice and support pages online. They’ve shared information, for example on fire risk assessments, and then the actions they will be taking. [Home Support and Advice for Golding Homes Residents | Golding Homes](https://www.goldinghomes.org.uk/support-advice)  CB working alongside building safety manager they’ve conducted surveys of high risk buildings and there is ongoing communications to support the works. They are working on building safety and how to communicate on it.  EH the STAR survey showed a priority around doors and windows for safety and also for keeping warm. They will be doing some work around windows and doors.  SM the Building Safety bill are is changing fast and it’s important to keep up to date. Their Homeowners panel are raising questions and they are forming a panel around understanding the costs. The panel has officers, head of home owners’ team, and residents. Residents are welcome to chair it. [Building safety and government advice (shgroup.org.uk)](https://www.shgroup.org.uk/your-home/building-safety-and-government-advice/) |  |  |
| Becoming Bid ready | HM explained that when government funding often comes with a very short timescale. Funders tend to favour joint bids. It is hard for organisations to mobilise themselves to bid in time and harder yet when more than one organisation is involved. The KHG Board has asked each group was asked to identify the topics they’d want to run projects on, write a scope for them, and let the Board know the topic and any help needed around research.  MM Shared Prosperity Fund was raised by a colleague. Sometimes they are asked to create a project around funding but perhaps better to know the projects you wish to run and then bid when the right funding comes up? HM this is exactly what the Board proposes, that we identify the projects we’d like to run, any partners we’d like to work with, and when funding comes up we’re more ready to apply.  HM The bidding window for the Shared Prosperity Fund is 30th July – 1st Sept.    Issues the group raised that it may want to work together on;   * Food, fuel and furniture poverty * Addressing loneliness * How to promote the support available – to help with cost of living crisis | HM  All | Forward the pdf on the shared prosperity fund  Consider these, and other topics, and identify any your organisation would want to work with others to bid on |
| Topics for future events | The KHG Events Group has asked each sub group to identify a topic, or two, that they’d like to attend an event on. They are asked to identify the topic, a bit of a brief on the main areas to cover, and any organisations or speakers to invite.  SM He will ask for topics using the MS form he will create.  Fuel poverty could be a topic. MM there are no alternatives to switch provider at the moment. There avenues for financial help – but do residents know of them, do they know how to apply? How to get the right info to the right people in the right way.  EH everyone is trying to pull the information together – could this be pooled so share the knowledge. Some residents have never sought help before and may not know how to seek help – and how to help those who’ve never sought help before.  SM need to provide, then promote, the information in such a way that those who don’t normally seek help feel it is for them. He provided this link [engagement@shgroup.org.uk (engagementhq.com)](https://shgroup.uk.engagementhq.com/) and that fuel poverty related projects are raised in their panels and are being formed online.  MM they’ve had staff members saying you point out the help for residents – but they are in the same boat and need access to the same information. | SM  HM | Include the call for event topics in the MS form  Flag covering how to signpost residents to the help available from energy companies, the gov, etc. to the Events Group for planning a net zero/fuel poverty event |
| Topics for 2 Nov 2022 | SM how to tackle fuel poverty SH6  Ways to reduce stigma around social housing. A8 | All | Contact HM with suggestions to topics for the November meeting |
| AOB | Please nominate your colleagues/organisation for the great work it does. Nominations to the KHG Awards Nominations is open to 26th August [Kent Housing Group Excellence Award 2022 - Kent Housing Group](https://www.kenthousinggroup.org.uk/kent-housing-group-excellence-award/) |  |  |