**Draft Kent Engagement Group Meeting Notes 2 November 2022, Microsoft Teams Call**

DRAFT

**Present**: Amanda Mankelow, Lore Paine, Folketoneand Hythe; Sarah Leipnik; Emma Henry; Angela Palmer; Stacey Clarke, KCC; Helen Miller KHG;

**Apologies:** Steve Martin, SHG as no longer based in Kent; Maddie Kelly-Morrow, Golding Homes; Brian Horton, SELEP; Ian Long, MHS; Vicky May, Gravesham; Rupa Chandarana, Riverside; Mark Meredith, SHG; Louise Humphrey, MHS; Linda Perkins, co-chair and Golding Homes; Corrine Beech, WKHA; Nancy Baxendale, co-chair and

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| Reference | Notes/Outcome | Who  | Action/Decision |
| Matters Arising | SM find out how the group would like to share documents. Steve only received 4 responses on how to share documents and they all opted for Teams. Can everyone access documents posted on Teams? May need to put a request in to IT dept. SM to find out what topics the group would like to discuss or have events on. Again a low level of response and stigma and fuel poverty were both highlighted. KHG is planning an event on addressing fuel and the journey to net zero in January 2023. HM to circulate details when available.All identify topics your organisation may want to work with others to create a bid for. No responses sent to HM.  | All | Can you checks whether documents on Teams. HM put test message on.  |
| ReferKent (SH6)  | Stacey Clark shared her presentation on referKent. This allows member organisations to make referrals, rather than signposting, to other member organisations. It’s available to help adults experiencing financial hardship in Kent and does not cover Medway. KHG member organisations are invited to onboard to the system so they can make and/or receive referrals. The scheme is free. You can sign up, or ask questions, at referkent@kent.gov.uk You would be sent a sign up form, data sharing agreement, etc. and guided through. Onboarded organisations include Citizens Advice, local councils, Kent Family Mediation Service, Green Doctor, Shaw Trust, etc. EH is there a limit on how many users can be added per organisation? There is no limit. Some organisations set themselves up for each project if that works better for them. How does it work for services only available for our tenants? KCC can set it up so only certain organisations can refer to you. KCC provides a newsletter to onboarded organisations. AP asked whether this is available in Medway? MHS is mainly based in Medway but does also have customers in Maidstone. KCC MHS can sign up but the Kent scheme is for Kent residents. SC believes Medway will be setting something similar up in time. KCC could make it clear that the service is only for Kent, not Medway, residents. KCC is still refining the product.  |  |  |
| What should our standing items be? | How partners are responding to the White Paper, what is working well and what is a challenge. TSM is a part of the White Papers discussion.Tenant Satisfaction Measures, how are people are engaging and how they are collecting the information.TB they are doing a trial on the survey, sending a letter with a QR code with the rent statements, (with a paper version available). They are also giving the surveys out when doorknocking or as supporting living schemes. They have postcards that contractors can give out whilst doing the jobs. They are trying a range or measures to interact. This is being done inhouse using MS Office. There is a mention of it on the website so people can check.EH they have started sending theirs out and are using Accuity and that will help them iron out problems. There is a mention of it on the website so people can check. Put LP comment here.Building Safety and Resident Engagement – perhaps some grey areas about which team this sits with which can make it interesting to see how this is done and learning shared. Any upcoming training or news to share. Also sharing the learning from an event you attended, perhaps share the powerpoint, links, etc. Can also email the info to HM to share.AM attended a good event on PR with residents after an event and avoiding reinforcing stigma. AM to send to HM to circulate.Good practice and new engagement techniques. Good new stories.Addressing the cost of living crisis – sharing ways to help people. ReferKent is part of that. Good KCC webpage on that. HM Share that website again. As clients begin to access help it may become clear that some clients are not eligible for and we could share that information with each other and perhaps flag to the project manager in case they can widen the criteria.  |  |  |
| AOB | EH asked whether other organisations have an engagement/consultation policy that they can share. They have a strategy but do others have a policy? They have a pack on the why, who, when etc to help them plan. SL they used to have a toolkit on resident engagement and she will check whether that is still current. SL will share that for HM to circulate. AM will check with colleagues if that have anything.TB doesn’t think they have anything like that. They do hope to have scrutiny panels. They have neighbourhood reps. They have a factsheet for those reps and they can do as much or little as suits. They have a resident engagement strategy but no policy yet. Has they been a downward trend in engagement post covid. Yes, TB has found fewer people at sheltered schemes wanting engage – particularly for the younger people in sheltered. People will attend events in the organisation arranged them but less willing to help organise them.AP this trend is wider than housing and other areas are losing volunteers as people reassess what they want to do. AM people moved to online evening meetings, more inclusive for carers, easier to attend. Perhaps peoples ideas on how to engage has changed. EH done TPAS training and so looking at *why* people want to get involved and then use that to inform their invitations. It is difficult to retain those in scrutiny panels as people are busy and stressed and less willing to stay with the panels. EH their community project in Swanley ands setting up a resident action group so people attend and say what the problems are but not sure if they will run it over time. Dates for 2023; 1st Feb; 22nd June; 8th November |  |  |