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| **Date of update;** |
| ref | October 2023 | General Contribution | Action this period |
| **Theme Health and wellbeing – none identified for this group** |
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| **Theme Working together for safer homes** |
| SH1 | Anticipate, influence and shape implementation of new legislation and regulatory regime to improve the quality and safety of homes across the public and private sectors | Social housing tenants | The group discussed Tenant Satisfaction Measures and ‘Being Safe in Your Home’ - White paper.  |
| SH4 | Strengthen the partnership working to include how Kent Housing Group respond collectively to local or national consultations that will impact upon the safety and well-being of Kent and Medway residents |  |  |
| SH6 | 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 | Social housing tenants |  |
| 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 well being | Social housing tenants | **Positive, effective, engagement** In June, Mike Bailey from Folkestone and Hythe District Council presented to the group their new refreshed (since the re-establishment of a local authority housing department in the district) tenant panel, STAP, with its new Terms of Reference. They’ve consulted on and influenced a host of services and questions since their inception. “Your Voice, our Action” bulletins highlight how the organisation uses resident feedback. Consultations begin with STAP and then it goes to wider tenant groups. The training and support is in its infancy but will be looked at, perhaps with TPAS. The leadership team values STAPs input.Emma Henry from West Kent Housing Association presented WKHAs review ‘The Voice of the Resident’. There was a drive, as part of the review to create a stronger link between the Board and the tenant scrutiny panel. They achieved this by rotating Board member and tenant attendance between the two committees. The Voice of the Resident review has been informed by survey, complaint, and contact centre data, as well as interviews with colleagues. At the time of writing the outcomes were not published yet, but the aims are to understand themes in customer feedback, and facilitate the involvement of tenants and the inclusion of the customer voice.  |
| **Theme Infrastructure First - no actions for this sub group** |
| **Theme Accelerating Housing Delivery- no actions for this sub group** |
| **Theme Affordability** |
| A8 | Challenge the stigma associated with regards to social or affordable housing | Social housing tenants | **See the person**Lin Perkins from Golding Homes described the ‘Standing Against Stigma’ work that was undertaken by Golding Homes, and which provided the focus for their 2021 staff conference. Stigma around social housing grew up around the second half of the last century with negative often confected associations with worklessness and lone parenthood. This can feed into unhelpful language in our sector that speaks of ‘stock’ rather than ‘homes’ and often paternalistic attitudes. Lin showed the film ‘See the Person’ <https://www.youtube.com/watch?v=KRj_NgZEHXg>This addresses language around ‘sink estates’ and ‘no go areas’. These had a powerful impact on group members who appreciated the bringing to life of sentiments experienced by our tenants and the reasons why fighting stigma is so important. |
| A11 | Promote and work in partnership with the third and voluntary sector to support all communities across Kent an Medway, when the services should be required | Social housing tenants |  |
| **Other important matters since last update including any cross sub-group working;** We shared survey results that show how the member organisations are conducting their TSM surveying (in house, outsources, email, telephone, etc.)We checked with members on preferences for future attendance |