**Draft Kent Engagement Group Meeting Notes 30 Jan 2023, Microsoft Teams Call**

DRAFT

**Present**: Beth Becks, Dover and co-chair; Carrie Hartwell, KCC; Emma Henry, WKHA; Sarah Tickner, TCH; Angela Palmer, MHS; Mark Meredith, SHG; Hannah Rourke, Medway; Robert Slade, Kent Police; Helen Miller, Kent Housing Group;

**Apologies:** Lin Perkins, Golding Homes and co-chair;Amanda Mankelow, TCH;Mike Bailey, Folkestone and Hythe; Louise Humphrey, MHS;

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| Reference | Notes/Outcome | Who | Action/Decision |
| Matters Arising from Nov 2022 | Short introductions;  Beth Becks, from Dover DC, co-chair for this group with Lin Perkins;  Angela Palmer, MHS;  Carrie Hartwell, Serious Organised Crime coordinator, KCC;  Emma Henry, WKHA;  Mark Meredith, Southern Housing Group, recently merged with Optivo;  Hannah Rourke, Medway;  Sarah Tickner, recently joined TCH as resident engagement manager;  Helen Miller, Kent Housing Group’s partnership manager;  (Robert joined after introductions were made)    Does the group need a central place for documents? HM set up a channel on teams in the summer but it has not been posted on. BB would we want this chat and catch up function? Emma Henry liked the idea so HM to send invitation to Teams channel called KHG Engagement Group, hosted at Ashford Borough Council again. If members cannot use this then we can look at using OneDrive/SharePoint.  CH asked about tenant satisfaction/perceptions surveys. BB landlords need to do an annual survey with residents each year. This covers building safety, their neighbourhood, how landlords deliver the service, etc. Every landlord must use the questions provided and sent it to the Regulator who will publish it, probably 2024. This could help understanding on ASB, etc. | All | Check whether you can access the KHG Engagement Team channel on Ashford Borough Council Teams. If you can please post a comment. |
| Improving tenant participation and STAP | Michael Bailey – to be invited to present at next meeting with Loren Paine | HM | Invite Loren and Mike to present next time |
| Sharing information on serious organised crime | Carrie Hartwell from serious organised crime (SOC) unit at KCC showed a presentation that will be circulated on what it is, how it is in Kent, and how housing can help to disrupt serious organised crime. There are 10 crime strands, including illegal drugs, fraud, modern slavery, etc. CH highlighted the 4 P approach, prepare, protect, prevent, and pursue to give a whole system approach. Stock holding LAs and housing associations are key partners for addressing crime including sharing information, which can be ‘soft’ knowledge that helps build a picture on what is happening on estates.  Examples could be pop up brothels, or perhaps seeing cannabis cultivation. RS explained that serious organised crime can be spotted by frontline services and the victims and perpetrators are within our communities. Housing officers will know the vulnerable people, perhaps to cuckooing, in their estate. People can slowly be drawn into modern slavery as well as people brought into the country (see link in email with Carrie’s presentation). Officers can have the gut reaction that ‘something does not look right’ and become aware of coercion, or other behaviours.  HR, used to work in community safety, from housing point of view, we need two way communication with the Police. This is a request for the Police to share data on our properties with us. This data will help us help you and can plan visits together and take the action needed. Early and ongoing communication is key and allows us to safeguard our tenants. They have had successes when agencies have worked together. RS agreed that working together is much more powerful and a positive feedback loop is needed is on partnership working. RS suggests that partners should be assertive in their requests for a response to requests for information and joint working. Staff move quite often and partner relationships can be temporarily lost and need re-establishing regularly.  CH it may be worth talking with your local Serious and Organised Crime (SOC) partnership and establishing/re-establishing those links. | HM | Circulate CH’s presentation and link to case studies |
| Gathering tenant profile | Beth Becks from Dover explained how she is seeking data on the tenant profile for areas using the census data using this link [Build a custom area profile - Census 2021, ONS](https://www.ons.gov.uk/visualisations/customprofiles/draw/). She had assistance from colleagues with GIS expertise. This can gather data from estates, and this works well in areas where there are a high number of your tenants. She highlights an area, then picks subjects like tenure to check she has the right area, then age and ethnic group. They can then compare the responses to the data given in the census and target any under represented groups to encourage them to participation. This way the census data is displayed changes regularly. The data was collected in 2021 so is useful now but will be less useful as it ages.  AP asked what other ways organisations are collecting data. They have looked into HACT which does come with a cost of £6000 for one year and not based on stock level. BB thought this used the free ONS data and presented it for you and Dover has good capacity to use the GIS based data. If your organisation uses HACT please liaise with AP.  ST worked with HACT in the past and agreed with BBs comments on using ONS data. Their tool for quantifying engagement with a £ sign used to be useful. You need a password to access this.  We will add HACT as an agenda item for June.  BB has been advised by the legal service that she cannot use data from tenancy records for the tenant perception survey. EH explained that they can use that data from tenancy records because this is for a regulatory process. It appears that different organisations are interpreting GDPR differently. Officers may need to do a business case for explaining why gathering piece of information. There is some nervousness about using this data at TCH too. |  |  |
| Standing items | Tenant satisfaction measures – BB keep on agenda. EH this doesn’t fit within her remit – remits vary across the group. Keep as standing item. EH how do people plan to share their results internally, perhaps with panels, on the website, etc.? BB at Dover the Members want a report and there will be a version for tenants to go to the scrutiny panel.  BB mentioned Tenancy Management Fire safety campaign and will cover next time.  Fire safety regulations came into force 23rd Jan – not covered this time. |  |  |
| AOB | ST the ‘silent voice’ would be an interesting item for future meetings. EH scrutiny panel did a review on silent voice. Door knocking is easier when there is a dispersed estate and easier where you have several tenants in one area. This could be used at the beginning of an item on the silent voice for June.  GDPR – what view is your organisation taking of using data tenants have provided for a regulatory purpose. Do GDPR colleagues meet and discuss?  HACT – is anyone going to use for customer profiling?  Dates for 2023; 22nd June; 8th November | HM | Invite EH to bring their organisations findings from scrutiny panel |