**Draft Kent Engagement Group Meeting Notes 22nd June 2023, Microsoft Teams Call**

DRAFT

**Present**: Lin Perkins, co-chair and Golding Homes; Emma Henry, WKHA; Tracey Bell, Gravesham BC; Richard Dowling, WKHA; Mark Meredith, Southern Housing; Lynsey Brogan, Hyde; Gwen Miles, Hyde; Angela Palmer, MHS Homes; Anne-Marie Briggs, Hyde; Helen Critcher, Golding Homes; Michelle Jackson, Thanet DC; Mike Bailey, Folkestone and Hythe; Louise Gray, Dartford BC; Helen Miller, Kent Housing Group;

**Apologies:** Amanda Mankelow, TCH;Corinne Beech, WKHA; Katie Love, WKHA; Beth Becks, Dover and co-chair; Louise Humphrey, MHS Homes; Sarah Tickner, T&CH; Danielle Kelly and Lewis Kinch, Southern Housing;

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| Reference | Notes/Outcome | Who | Action/Decision |
| Matters Arising from Jan 2023 | HM received few responses on whether members could access the Teams channel set up for this group. Perhaps we should stay with posting papers on the KHG website?  HM to circulate CH presentation on serious organised crime – done  All other matters picked up in the agenda below |  |  |
| Establishing the Strategic tenant advisory panel | Mike Bailey from Folkestone and Hythe DC showed a presentation that will be circulated and provided this [link](https://www.folkestone-hythe.gov.uk/council-tenant-guides-information/tenant-newsletters) to the newsletters.  East Kent Housing ended in October 2020 and F&HDC wanted to pick up engagement thoroughly. They recruited a new tenant panel, STAP, with a new terms of reference. They have consulted on and influenced on a long list of matters listed in the presentation.  F&HDC were keen to ensure that the panel would make a difference and that the panel is at a strategic level for all tenants, not for individuals’ issues. They aim for the panel to be as representative of their tenants as possible.  Tenant engagement is a function of all jobs and is written into all JDs now.  Tenant engagement is wider that STAP with other engagement activities are listed in the presentation.  “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.  F&H have 3000 homes. The newsletter as digital. The garden competitions are well supported and are judged by STAP reps and two members of staff.  HC would like to have outside meeting chat about the garden competition with Mike.  MB will give feedback on how the staff perceived having tenant engagement brought into the roles. Mike to email HM on this.  F&H are careful to coordinate the consultations so that tenants do not have consultation overload. | HC  MB | Seek MB thoughts on engaging tenants on garden competition  Email HM in how to bring ‘non engagement’ staff onboard once colleague has returned |
| How WKHA hears the voice of residents | Emma Henry shared her presentation on the Voice of the Resident which will be circulated. The review is not completely finished yet. They wanted a strong link between the tenant scrutiny panel to the HA Board and Board members take turns to attend the scrutiny panel.  The group lead is selected for each review. TPAS will come in to help scope the next review and cover best practice. WKHA gives the panel a sector update each quarter and pay for them to have Inside Housing subscription to give local and national context.  The completed reviews were on Training and Employment and Reviews. The Voice of the Resident one is having the first draft of recommendations considered.  Those not using social media and online services may be more isolated than before the pandemic as more services and communications become virtual. However, some people with disabilities have found it easier to join in now more engagement if offered virtually.  Those residents who do not comment said they did not as they thought there was no point.  The Voice of the resident work looked at data (surveys complaints, surveys, contact centre, talked with staff) there was a mapping exercise, there was a survey for residents on do you feel heard.  The findings are still being worked on and include;  WKHA wish to make it as easy as possible for voices to be hear, identifying and removing barriers. Tenants need to know who to talk to about each matter – tackling any perceptions with tenants and the organisation and knowing who does what.  Bringing all feedback together to identify themes and priorities.  Letting residents know they’ve been hears and the action taken on their feedback.  The outcomes are around “what are we hearing” then “what are we doing” then “what are we doing” and bringing it all together.  Strong recognition that they cannot leave anyone behind and the services must be universal. The data team will look at those they never hear from.  Emma would also like to include engagement for non engagement staff and they will seek help from TPAS on that.  Could we consider having a customer to attend and share their views? If you could support this please let Beth, Lin or Helen know. | All | If you could help with having a customer attend a future meeting please let LP, BB or HM know |
| Addressing stigma | Lin Perkins described the Golding Homes ‘Standing against stigma’ work. We will also revisit this topic again with Beth is present.  Golding Homes has a big staff conference in 2021 with a theme on stigma.  The stigma could be around stigmatised groups who live in social housing. From 1970-90, these were often perceptions around worklessness, single parents, etc. Some are less prominent now. They can lead to paternalistic attitudes including phrases around gaining access, stock not homes, etc.  Lin shared a video that showed a poem ‘See the person’ being read and that link is ['See the person' A poem by Sarita-Marie Rehman-Wall - YouTube](https://www.youtube.com/watch?v=KRj_NgZEHXg)  It highlighted negative phrases like ‘sink estates’ and ‘no go areas’.  The [Better Social Housing Review](https://www.bettersocialhousingreview.org.uk/) is a useful document for looking at how to improve the experience of living in social housing and ways to address issues.  The consequences of stigma are huge and can reduce the service that vulnerable people experience.  If you would like to join the new [Equality, Diversity and Inclusion group](https://www.kenthousinggroup.org.uk/subgroups/equality-diversity-and-inclusion-sub-group/) at KHG please email [Sharon.irvine@ashford.gov.uk](mailto:Sharon.irvine@ashford.gov.uk) Some organisations have already identified a representative to attend but we’d welcome more than one if that suits your organisation. |  |  |
| Standing items | **Tenant Satisfaction Measures**  Gravesham BC are keeping theirs inhouse and are including door knocking as well we links on websites and paper surveys.  WKHA are working with external company and are doing them all by phone.  Golding are also going external with 70% phone and rest by email.  HM flagged that offering surveys by phone only could disadvantage those with [hearing](https://rnid.org.uk/about-us/research-and-policy/facts-and-figures/) or speech issues.  Lin to write survey on how members are surveying their residents and HM to circulate.  **Building safety resident engagement**  HM mentioned the Fire Safety Campaign that the Tenancy Management sub group are launching in July, posters, email and social media banners, animations and new page on KHG website [Fire Safety - Kent Housing Group](https://www.kenthousinggroup.org.uk/fire-safety/) HM suggested members of this group contact their tenancy management people so they can work with comms on this. | All | Respond to survey on resident surveys |
| Responding to feedback from survey | Thanks to all who completed the survey. The findings were;   * The majority want to meet 3 times a year. * The majority want to meet once face to face and twice via Teams each year. We’ll have the first face to face meeting in 2024. * Many people raised topics to discuss and the chairs will use these to shape future agendas.   Please do email Helen, Beth or Lin each time you have a suggestion for topics. |  |  |
| AOB | Topics for November;  We have Abi booked in for whole systems approach to tackling obesity  When a member request feedback from the group on a topic we will ask them to collate the results and send to Helen for circulation to the group. |  |  |