**Draft Kent Engagement Group Meeting Notes 7 November 2023, Microsoft Teams Call**

DRAFT

**Present**: Sarah Tickner, T&CH acting chair; Becks Sheldon, Moat; Abimbola Ojo, Kent Public Health; Loral Haywood and Gavin Farron, WKHA; Joanne Burns, Ashford; Alice Ditcher and Helen Critcher, Golding Homes; Hannah Rourke, Medway; Lynsey Brogan, Hyde; Louise Humphrey, mhs; Amanda Mankelow, T&CH; Beth Becks, Co chair and Dover; Helen Miller, Kent Housing Group;

**Apologies:** Angela Palmer, mhs; Lucinda Herring, WKHA; Mark Meredith, Southern Housing; Tracey Bell, Gravesham; Lin Perkins, co chair and Golding Homes;

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| Reference | Notes/Outcome | Who | Action/Decision |
| Matters Arising from June 2023 | HC seek MB’s thoughts on engaging tenants on garden competition - done  MB Email HM in how to bring ‘non engagement’ staff onboard once colleague has returned – not done and MB has left this group now.  All If you could help with having a customer attend a future meeting please let LP, BB or HM know – no responses received  All Respond to LP’s survey on resident surveys – results sent out with meeting papers. BB found the range of ways organisations were doing it interesting. It would be interesting to see whether the *way* people did the results gave better results. GF they also found it interesting that there was a range to do it. HM highlighted the difficulties that people who are deaf or have a speech difficulty have with phone interviews. LH asked whether people set targets or the numbers they hope to reach, either overall or via different methods. BB their strategy outlines their goals and aims but it’s difficult to put a number on a successful engagement as the quality of responses is also very important. ST this may come out of regulation at a later date, for numbers and how representative the responses were. May come back to this at a future agenda. |  |  |
| How this group works, how to influence the agenda and be your organisations representative | ST asked how people would like the group to work to inform the review of the terms of reference and how future meetings are planned.  HC some members do not attend. We may need to reach out to the members and ask whether the right people are here and whether the organisation wants to send anyone. The group has moved from community investment more to engagement so perhaps the nature of the group has changed and that may change who should attend. Some organisations have multiple people to attend, perhaps we need to theme each, for one for engagement and one more for community investment person.  BB no-one in DDC does community investment.  LB Hyde Group has 9 people in customer involvement group. There has been a lot of community investment agenda items and she has not attended as not relevant to her job role. They are doing their strategy consultation and the regulation work is very relevant to them.  LH she is a resident involvement worker. They’ve had staff changes. They have people on the invitation list who are from both engagement and resident involvement.  HC low attendance could be because people look at the agenda and see that it’s not for them. Do we need to split the agenda for two groups?  HM not a problem for people to attend what is relevant for them and attend the right meetings. We have 3 meetings a year and could have one meeting for community investment (the projects they are running, etc.), one for engagement and one shared purpose networking and meeting other sub groups reps meeting? The first one of the year is engagement, second, in person is general, and third is Community Investment which could include procurement and social value.  Could anyone host the July meeting can provide a venue on 3rd Jul but they do not have parking. Louise will check if mhs can provide a venue and this would include parking.  We may need to ask attendees who should come from their organisation for the community investment or the engagement side. |  |  |
| Introducing our new chair and seeking volunteers to be vice chair | Sarah is our new chair and we are seeking a new vice chair to work with her and Helen. The role is to;   * Help set the agenda with Sarah and Helen * Chair meeting if chair is not available * Report to the Board twice a year if chair is not available * Report with the chair on how delivering the K&MHS   It’s an important role that helps shape how this group will work but the workload is not heavy.  The group offered their thanks to Lin and Beth for their two years co-chairing. | All | Please consider volunteering. If you’d like to know more please email HM or ST by 21st Nov. |
| How do you influence your communications service? How are they responding to TSMs? (SH7) | BB Dover has a communications team for the organisation as a whole. She links with them but they leave her responsible for communications for TSMs. She’s done a report for management on TSMs but it’s not going to Cllrs. Canterbury and Folkestone are taking theirs to Cllrs. BB does the website and social media herself and will share results of TSM there.  LB they are part of same directorate with communications, with strategy and consultation. That has helped to work better with the communications team. Sometimes the message is not a positive story but still needs covering as important for residents. They are working and planning more with communications now. It helps take the voice of the customer to the centre of the service.  BB this structure sounds similar to how they are doing it at Canterbury.  ST engagement isn’t just communications and it’s so much more. Great to work with communications.  BS at Moat they have a customer catch up newsletter which they will do more often. For TSMs they let communications know how the work is going with their contractor. They are planning how to share learning from TSM. |  |  |
| Whole Systems Approach to Obesity | Dr Abi Ojo, Public Health Specialist, shared her presentation which will be circulated. The whole system approach to health weight considers all the environmental, societal and individual factors that are responsible for increasing the number of people are overweight.  Many adults and children have excess weight which is harmful to their health. Being physically active is good for the health of children and adults. Tackling obesity is complex and there are many ways to tackle it. It is linked to inequalities and some groups are more vulnerable.  Actions on obesity can create social cohesion, reduce social isolation and reduce poor health.  Services are focused into sub groups for Swale, East Kent, West Kent and Dartford, Gravesham & Swanley.  Sir Michael Marmot’s reports encourage a life time approach to addressing the wider determinants and recognised how housing impacts on health, particularly mental health.  Slide 15 indicates what social landlords can be to support healthy weight, including good quality green spaces, making sure walking the cycling feels safe, support grow your own initiatives, provide community larder to address food poverty, help our tenants connect with local services, promote healthy start vouchers, work with the Integrated care System, etc. | HM | Share Abi’s presentation on whole systems approach to obesity |
| Seeking venue for meeting on 3rd July, | MHS and Golding may be able to provide a venue for 3rd July. | LH and HC | Let HM know if you can provide a venue on 3rd July |
| AOB | Dates of 2024 meetings; 8th February; 3rd July; 28th Nov; 10-11.15 |  |  |