**Draft KHG EXB Meeting Notes 28 March 2024, Microsoft Teams Call**

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**Present**: Brian Horton, chair and SELEP; John Littlemore, vice chair; Jeff Sims, KHG communications service; Mel Anthony, KCC adult commissioning; Vicky May, chair for HomeChoice; Becs, Wilcox, Medway Council; Amy Cheswick, mhs homes; Simon Thomas, Kent Chief Planning Officers representative; Charlotte Hudson, Swale; Mike Gogarty, Kent Public Health; Helen Miller, KHG;

**Attended for updates from sub groups;** Vicky Hodson, Kent Homechoice; Sarah Tickner, chair of Engagement Group; Hazel Skinner, chair of Private Sector Housing Group; Clare Reynolds, vice chair of Private Sector Housing Group; Louise Humphrey, chair of Equality, Diversity and Inclusion group; Julie Terry, chair of the Tenancy Management sub group; Hannah Rourke, vice chair of events group; Linn Helgesen, vice chair of Domestic retrofit sub group; Nicole Arthur, vice chair of Asset Management sub group; Matt Muddell, co-chair of KHOG:

**Apologies received before the meeting:** Shona Johnstone, HE; Steph Goad, Golding Homes; Christy Holden, KCC Commissioning (Childrens); Sharon Williams, Ashford and treasurer; Tessa O’Sullivan, RACE; Ellen Schwartz, Kent Public Health; Mark James, HSEG chair; Alison Simmons, chair of Housing, health and social care sub group; Robin Cahill, vice chair of KHOG; Stuart Ilsley, T&CH; Helen Whitehead, vice chair of HSEG; Mia Davis, chair of Asset management; Hannah Rourke, vice chair of events group; Natalia Merritt, co-chair of KHOG;

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| **Reference** | **Notes/Outcome** | **Who**  | **Action/Decision** |
| **Updates from Sub Groups** | **Asset Management, Nicole Arthur, vice chair**The group will focus on decent homes standard, Awaabs law, building safety and sharing good practice. She and Mia are new in post and Mia is now on leave. **Domestic Retrofit Group, Linn Helgesen – new to post**The group has discussed the low carbon technology event in Swale in May and if that goes well may aim to replicate. The Green Doctors really support the energy work. The Home Upgrade Grant is now open to higher income threshold. In 2025 there will be a Local Authority Retrofit scheme and they are preparing for that. The Solar Together scheme, for collective buying of solar panel and batteries will run in 2024. The Great British Insulation scheme is available for the able to pay sector. **Engagement group, Sarah Tickner**Sarah is new to chairing this group. They have 3 meetings a year. They cover resident engagement and community investment and updated the ToR to reflect that and how the meetings will be focused. Mia from Asset management attended the last meeting on customer engagement on building safety and they intend to create brief guidelines on that. They are working with EDI on consumer standards. **Equality Diversity and Inclusion, Louise Humphrey**They have been working with Vicky on how the Huume data can help to create the reports showing EDI issues. This will be useful for the consumer standards to prove the fair allocations process. The presentation on the Gypsy, Roma and Traveller community gave insights on their needs. They may also look at migration too. They had a presentation explaining the needs of armed forces personnel and their families. The Better Social Housing Review gives insights to improve. They are working with the tenancy management group to hear the customer voice. HDN will do an update to their benchmark report and that will reference consumer standards. They will look at Board and staff recruitment and capacity building. They may be able to create mentorship to help create diversity in management and Board positions. CH Swale have noticed more people with neurodiverse conditions presenting. Mhs are also looking at data for this and implications for service development and staff guidance and training. They will consider this as EDI. BW Medway are also looking at neurodiversity. Perhaps the events group should look at this. HM need to understand what the needs are now and so scope the right event.**Events Group Becs Wilcox**The consumer standards event went well and mhs homes were excellent hosts. The fire safety for sheltered housing event with KF&RS went well. They are planning an event on ASB (with the Tenancy Management ASB subgroup), Complaints and Hoarding. Nominations are open for Excellence Awards. Becs will be stepping down as chair and Hannah, the vice chair will become chair. Becs is staying in the group and will compere the awards. Brian thanks Becs for her work and Hannah for stepping up.**Homechoice, Vicky Hodson,** She is working on how to use Huume to provide better data to understand trends and seeking EDI data to understand how the service is delivered. She has created a hard to let protocol and nominations agreement and is seeking feedback on them. There is still some work to do on Huume and H-CLIC data may need correcting. Vicky is working with DLUHC on that. The homeless side of Huume works better than the housing register and lettings side so far. There is still a learning curve. Locata was basic and clunky but easy to use. Huume is more sophisticated and takes longer to learn**KHOG Matt Muddell**Matt is a new co-chair with Natalia Merritt. In January they had a good session on to ask what people wanted from KHOG. They will be having 3 shorter meetings and one all day meeting each year. They are started Task and Finish groups on training, suitability and reviews and rough sleeping. They will also have a newsletter so meetings can be discussion, not update, focused. **Private sector housing, Hazel Skinner**Hazel is the new chair following Sue’s early retirement. Clare Reynolds is the new vice chair. The group has shared learning on training available as it can be very hard to recruit experienced staff. They also looked at retrofitting park homes and the Supported Housing (Regulatory Oversight) Act 2003. They are encouraging more sharing of policies to reduced duplication of effort, for example for the new requirement for a Supported Housing Strategy. **Tenancy Management, Julie Terry,**Police gave a presentation on Right Care, Right Person and the group found there was no housing rep on that Board and now has our vice chair on that Board. The group discussed the need to get help when a tenant is having a mental health crisis and now have a referral form for that. Looking at a sub group for ASB with a focus on ASB week in July. Tenancy sustainment is a big area and sharing how we do this to learn from each other. Next meeting focused on TSMs and again, sharing good practice on that. The group will meet face to face once a year. Apologies from Mark and Helen of Housing Strategy and Enabling Group and Alison Simmons of Housing Health and Social Care. Please see their written updates.We have made many appeals for a vice chair for the HHSC. Alison will step down in January 2025 so we really would like to get a vice chair to work alongside her and allow a better handover. If anyone can help encourage people to step up for this role please do. JL may need to review the purpose of the group as matters are sometimes repeated in other groups. BH there is a huge amount of good work going on, thanks to all.  | **SI****All****All****HM, JL, BH and SI** | **Seek insight from LH and BW to scope what an event could cover****Nominate your excellent people and teams by 22nd April 2024. Resources are online** [**here**](https://www.kenthousinggroup.org.uk/excellence-awards-2024/)**Consider what can be done to get a volunteer to be HHSC vice chair****Review purpose of HHSC within KHG** |
| **Matters arising from Feb 2024** | Brian - write an introduction to Tessa to KH&DG and SME network – NF happy to have agenda item for RACESimon - Request protocol discussed at Kent Chief Planning Officers Group and that BH and NF are invited – yes, happening at next meeting.TK, ST, NF and David Godfrey are attending the next Kent Chief and also Kent Leaders group including feedback on the Housing for Older Peoples Housing, and launch the new version of K&M HS |  |  |
| **Succession planning** | Brian Horton people are very busy and it’s hard to get people to volunteer for roles. Mary Gibbons has stepped down. Steve Nunn is happy to take her seat. Colleagues said they were happy with that. John Littlemore has indicated he has capacity issues to take chair role on come January 2025. He is currently still acting as our vice chair. He values the group and wants to see it thrive. He thanked Brian for stepping in and keeping things going. He would like to see someone new take the role on and would like to support them to do that.Brian highlighted that we normally alternate between Housing Association and Local Authority chairs. The vice chair normally works alongside the chair for 2 years before they become chair. Brian is happy to continue as chair for another year to allow an orderly handover. He suggests we open volunteers for chairs from both HAs and LAs and he and join will mentor them into the role if that would be welcome. Amy suggested we set out the role and the time commitments for being the vice chair and chair. There will be a busier time whilst developing the strategy over the next 12 months.Charlotte echoed the need to know what the requirements of vice and chair are. Knowing what both a minimum and ideal commitment. It’s hard to know what it is that Brian does that is the chair role or the other activities that Brian does through other roles. John recognises everyone is busy and it’s more about needing a new face with new energy. Brian does go over and above in the role and we can make this more of a team effort across the Board. Helen shared that Shona Johnstone has changed roles and won’t be attending this group now. We have invited her colleague to let us know who could step in to the role.  | **BH, JL, HM** | **Develop role profile for vice and chair roles** |
| **Delivery plan to K&M ICS** | Mike Gogarty introduced the high level delivery plan for the K&M Integrated Care Strategy that has been circulated. He was writing a Public Health Strategy but due to the ICS between health and partners that strategy was created. Now there is a delivery plan open for consultation. Kent Public Health is also working with the LAs to understand their priorities. They want to work with KHG and other key partners. They would really like the Boards input by May, either individually or as a group. On monitoring they will monitor health data but also sensible, high level, housing metrics. Please think what the indicator(s) would be. They would be happy with more than one, preferably one already measured as already recognised as an important metric. Charlotte suggested we need a different housing metric(s). Do we need a housing indicator or to feed into existing indicators better? Brian delivering more housing, more social housing, more age appropriate housing would have a positive impact on health.Amy agreed more new housing is needed but that is a longer term aspiration. We also need to focus on the quality of existing homes. There is also the relationship with people and people being able to make good choices so there may be an action around working in partnership on the wider determinants of health. Helen suggested housing standards can be measures in private sector and socially rented homes with a category 1 hazard from the HHSRS.John housing has struggled to work with partners due to share health data with partners. We need an ambition on how we share data about residents/patients. Housing was removed from MDT due to a change in a data policy. This is a barrier to an integrated system.  | **All****All** | **Send your response to HM by 30th April****Write the metrics for housing and send to HM by 4th April** |
| **KHG Conference** | Brian offered his thanks for all involved. We had a good range of speakers. White Label will send the feedback from delegates soon. The format was similar all the way through. We will aim to have more visual content and a variety of activities next time.Charlotte suggested we may want to get input from neighbouring areas. She did not learn a lot. It was well organised. A varied format would be more inclusive. John suggested annually may be too often and he suggested every other year. May be worth doing it next year to launch the strategy. A sponsor suggested it linked more with the developers group. Amy there is a lot happening and many changes. We may need to reflect on what is working well and sharing good practice. May need customers/tenants attending and engaging on the day. The success should make it easier to get sponsors next year.BW we’re probably going to have a change in national government. The pace of change is so rapid we probably can find many things to cover in summer 2025 and then every two years.  |  |  |
| **Progressing K&MHS** | Brian said the implementation group is looking at a timetable to create the next version. We may need some external resource to help with the evidence base. We will aim to agree the scope for that and perhaps for the work for housing for older people.If we learn the costs we’ll share that with members between meetings and seek approval. If anyone is aware of a document that we should consider in the literature review please send the link to Helen | **BH****All** | **Investigate options for support with the evidence base****Email HM links to relevant Kent, Medway or national documents** |
| **KHG Budget** | Helen explained membership fees for 2023-24 have all been paid. The partnership assistant has contacted all members seeking agreement to pay for 2024-25 and 20 have already provided this. Kent Public Health paid £6,000 for the health related work the partnership manager and assistant have done whilst the project officer role is vacant. The budget did allow £15,000 for the conference. We’ve only paid £10,000 so far but will be paying the remaining £5,000. As expected the budget has run at a deficit. The accounts are only made up to 13th March at it was £21,414 at that point and will increase when the March salaries are paid. It will be a little lower that the deficit predicted at the beginning of the year. We may need to revisit membership fees but now does not feel like the right time. The budget for 2024-25 currently balances but may not if we pay for research for the evidence base for the K&MHS.  |  |  |
| **Regular Updates** | **KCC Adult social care – see written brief note from Mel**They attend to review their accommodation strategy. There will be opportunities to engage.There are recommissioning their 4 big contracts; OP residential & nursing; care and support in the home; LDPDMH residential and supported living.The Home Improvement Agency will be informed by a survey to LAs on how HIAs work for them. KCC expect a care quality commission inspection in next 6 months.**Medway Council – Becs Wilcox**Their head office is affected by RAAC with many staff working at home. They are interviewing for a Chief Housing Officer and they will be other senior recruitment. They are addressing TA and cost of living pressures. **Communications update see written report Jeff Sims** The conference is the big item and was a PR success with a lot of press interest. Begun work on the May newsletter. **SELEP Brian Horton**The SELEP has ended. There is a south east housing and development group. The Board decided to recognise this new group on a par to SELEP and update the ToR to reflect this.  |  |  |
| **AOB** | Dates of 2024 KHG Board meetings; 16th May; 18th Jul; 3rd Oct and 21st Nov. Nominations for the KHG excellence awards are open to the 22nd April. The nomination forms and categories are available on our [website](https://www.kenthousinggroup.org.uk/khg-excellence-awards-2024-nominations-are-open/)  |  |  |