**Draft Kent Tenancy Management Sub Group Meeting Notes 12 December 2023, Teams**

DRAF

**Present**; Vitra Cummins, T&CH and chair; Julie Terry, WKHA and vice chair; Sean Richards, WKHA; Lisa Knight, Ashford; John Gibson, Dartford; Georgina Pennicott, Golding Homes; Sarah Allen, Kent Police; Rebecca Bourke, WKHA; Chris Rourke, Medway; Sofia Serenilli, KCC Commissioning; Beth Shelford, Forward Trust; Simon Foster, Home Straight; Adam Simmonds, Ashford and chair of Kent Tenancy Fraud Forum a sub group of this group; Louise Rayner, Gravesham; Dominic Norwell, Dover; Sharon Irvine and Helen Miller, KHG;

**Apologies before the meeting:** Matt Eddy, mhs homes; Tom Harding, Folkestone and Hythe; Vikki Perry, Ashford; Nicola Bowen, Choice Support; Dave Andrews, mhs homes; Ben McGowan, Moat; Helen Ayers,

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| Reference | Notes/Outcome | Who | Action/Decision |
| Right Care, Right Person (SH6) | Sarah Allen from Kent Police shared a [video](https://www.youtube.com/watch?v=-hnfyDD03ds) introducing Right Care Right Person. It’s designed to ensure someone in mental health crisis gets the right help from the right agency quickly. Those in mental health crisis may not wish, or need, the Police to lead or even be present in their crisis. If there is a threat of harm the Police will attend, otherwise it may be better for another agency, like health or social care, to lead.  It may be that Police are not best placed to do a welfare check and they may respond better to a different professional visiting. Partners are asked to consider whether the Police are the best organisation to visit an individual.  JT yes we agree that the Police are not always the right agency to call however the mental health services will not attend. SA services are being commissioned by Louise Clack on ICB to help increase service provision.  JT is there a housing rep on the Right Care and Right Person group? SA will check with Phil Hall in the ICB.  Please email [Sarah.allen@kent.police.uk](mailto:Sarah.allen@kent.police.uk) with any questions. | HM | Ask Phil Hall of the ICB how they liaise with housing on this |
| Support for people willing to have drug and alcohol treatment with a housing need (SH6) | Sofia Serenelli, a commissioner from KCC, and Beth Shelford of Forward Trust gave a presentation that will be circulated. This service supports clients with drug and alcohol use, who are willing to go into treatment, to help with tenancy sustainment. It is a learn and test programme to see what the impact of providing tenancy sustainment is on the programme.  The service will support clients to maintain their tenancy in new tenancies or to support those who are at risk of losing their tenancy. This could be around ASB, rent arrears, helping tenants to engage with drug and alcohol services, etc. The service is available to adults who consent to engage with drug and alcohol services, live in Kent and need housing tenancy support. They will work with clients with dual diagnoses.  Beth explained that when the team gets the referral, they support the tenant into treatment and then begin the tenancy support around ASB, rent arrears and debts, and create stability for the client. They are happy to support people with dual diagnoses.  They are holding engagement meetings with LAs in East and West Kent. If you would like to attend please email [sofia.serenelli@kent.gov.uk](mailto:sofia.serenelli@kent.gov.uk)  For landlords to be able to refer into the service they need to sign up. Please see the Joint Working Protocol that is circulated and contact Sofia or Beth on how to refer. Referral pathway 3 is for social and private landlords. | HM  All | Circulate the presentation and Joint Working Protocol for this service  Consider whether your organisation wishes to sign up with this service |
| Home Straight; hoarding and needs associated clutter service (SH6\_ | Simon Foster from Home Straight, part of T&CH, shared a presentation. They work in some areas in Kent – listed in the presentation.  They accept referrals from professionals. They help people from any tenure with clutter as well as hoarding. The referral form will be circulated with the notes.  He outlined a description of Hoarding Disorders. People with the disorder as more likely to also experience depression, social phobia or ADHD. Its more common in older adults. Hoarders may tend towards perfectionism, indecisiveness, procrastination and difficulties planning.  Hoarding can have an impact on fire safety. Fire deaths are more likely in homes with hoarding due to difficulties making a safe and quick exit, difficulties of fire officers finding causalities and also an increased risk of an accidental fire beginning.  Simon highlighted the impacts of the safety, on the home and on the health and wellbeing of the occupant(s).  His tips for working with people who have clutter include understand why their keep items and the function it performs for them. Work with people at their pace and over the long term. Work collaboratively with other professionals as no one agency can do this alone. Help the client to create new strategies and habits and set small, achievable, tasks.  Professionals are welcome to refer. Please use the Clutter Image Rating Scale and they will be get involvements a level 4 of above. The client must be happy to engage though they will make several attempts to engage with the client and will aim to do that with a trusted person. They take a client led approach and work to build trust.  Self declutter is the best option if the client can be supported to do this. Regular visits to agree targets, helping motivate them to do this, focusing on small areas, helping them to dispose and donate, can all help. ‘Only Handle It Once’ can help people to make a decision on each item and not re-organise it or ‘churn’ it.  Partial Clearance and Deep Clean can be offered to heavily hoarded or squalid homes. Needs to be done with enormous care as though it has the advantage of being quick it can re-traumatise the client. External people doing the declutter also risks the client not being able to find items or important items could be thrown away.  Some clients may begin with self declutter and then allow people to come in to help with the declutter and clean.  Home Straight aim to find the root cause on clutter and will make referrals to other agencies and work with them. Decluttering can help identify repairs or give access for maintenance. They aim to help clients establish healthy habits around decision making, housework and community engagement to rebuild social relationships.  VC highlighted how Kent Fire and Rescue Service visits can help with clutter and hoarding. They are happy to work with clients long term.  JT this service does support tenancy sustainment.  BS collaboration between services is key and look forward to working with you. | HM | Circulate SF’s presentation when received |
| Learning from the Lets Stay Fire Safe campaign (SH2) | **Postponed to next meeting –** | All | **please complete the table on which materials your organisation used.** |
| Summary of achievement from 2023 and new vice chair | Vitra summarised how we began with the social landlord reciprocal agreement, then learned about the approach WKHA took to create their DA strategy. We developed the Lets Stay Fire Safe campaign and those materials can still be used. Dampness and mould has been covered and how we’re all addressing it so we can share each others good practice.  Vitra will be stepping down as chair, Julie Terry will become chair and Sean Richards will be our new vice chair. Julie offers her thanks to Vitra for chairing. |  |  |
| Update from Tenancy Fraud sub group | Adam Simmonds gave an update on the tenancy fraud form that focused on tenancy fraud in social housing. This year the Lost Homes Lost Hope document looked at social housing fraud and how its difficult to investigate tenancy fraud. AS gave a presentation on tenancy audits to the National Tenancy Fraud Forum and the project on Stanhope where all tenants were visited. It highlighted the value of home visits which highlighted tenancy fraud but also repairs, etc. There was a days training on housing fraud and how to investigate reports. Subletting costs can be recovered.  We had a poster for the National Fraud Awareness week in November and has a press release to support that. It encouraged people to report tenancy fraud so those homes become available for people on the housing waiting list. Adam will seek feedback on whether landlords noticed any difference in referrals on tenancy fraud as a result from the poster campaign. | AS  AS | Return to give an update each year  Seek feedback from the Kent Tenancy Fraud Forum members on impacts of the campaign |
| AOB | Topics for next meeting;  Do we need to follow up on Right Care Right Person?  Seeking a central host for June meeting, or we can run this via Teams if the group prefers. JT, VC, GP and LK all indicated they may be able to host. Please check and let HM know.  Dates for 2024; 20th Feb; 24th April; 27th June; 17th Sept; 18th Nov | All | Please decide whether you will host the June meeting and send offer, with the full address, to HM |