**Draft Kent Tenancy Management Sub Group Meeting Notes 20th February 2024, Teams**

DRAF

**Present**; Julie Terry, chair and WKHA; Sean Richards, vice chair and WKHA; Tom Harding, Folkestone and Hythe; Tina Dust, Sarah Clifton and Tom Barton, Sanctuary; Louise Rayner, Gravesend; Lisa Knight, Ashford; Sharon Irvine and Helen Miller, KHG;

**Apologies received before the meeting:** Helen Ayers, Dover; Matthew Eddy, mhs homes; John Gibson, Dartford; Nicola Bowen, Choice support; Ben McGowan; Moat

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| Reference | Notes/Outcome | Who | Action/Decision |
|  | The group agreed the notes from last meeting |  |  |
| Update on right care right person and referring person in mental health crisis (SH6) | Sean Richards has joined the Right care right person working group as their KHG lead. His first meeting is on 6th March. Please raise any issues that you would like raised at those meetings with him.  Julie, the Police are the only service who are permitted to do forced access. How will that be addressed in future? We need help from the community health service.  Helen raised the need to create good working relationships between health services and housing to cooperate for both crisis and ongoing mental health issues.  Tom H if a person is having a crisis that impacts on their neighbours it must be dealt with as a multi-agency approach for tenancy sustainment.  There is a referral form for urgent mental health needs that will be circulated. Sean has used this during a crisis and they will let you know whether the case meets their criteria and can result in the client being offered support.  Tom H highlighted the Folkestone district vulnerability panel where you can discuss clients with all the right people/organisations are present. These should exist in each area and perhaps partners could reach out to them. | SR  HM  All | Keep group updated  Forward referral form  Seek your area’s equivalent of the vulnerability panel |
| Agreeing what we will do for Anti Social Behaviour Week 1-7 July (SH7) | Sean works for Resolve as well as WKHA. Resolve runs an [ASB awareness week](https://www.resolveuk.org.uk/asb-awareness-week/about-asb-awareness-week?highlight=WzIwMjFd?highlight=WzIwMjFd?highlight=WzIwMjFd?_sm_pdc=1&_sm_rid=pHqkD0n48p11j7RFV07TMStpJFpNR7D0sZjDp5q?highlight=WzIwMjFd?highlight=WzIwMjFd) and this group could do a KHG ASB campaign for the week. There are different subjects for each day of the week.  The topics are;  Monday 1st Partnership Day – perhaps KHG could fit there?  Tuesday 2nd Victims Day  Wednesday 3rd “let’s talk ABS day” – perhaps KHG could fit there?  Thursday Community Heroes Day  Friday – young people’s day  Saturday 6th ASB and Health Day  Sunday 17th Community Action Day  Resolve will have ready made resources we could use. Sean will let us know when that is ready.  Julie highlighted that ASB is relevant to the Consumer Standards.  Helen KHG communications service would be willing to do a press release to support this. | HM  All  SR | Ask each member whether they’d want to be involved in a KHG campaign  Decide whether your organisation would like a KHG campaign on this and let HM know by 4th March  Let the group know when the materials are ready |
| Improving how we hear our customers voice (SH7) | This group can share good practice on support each other on how we support and provide opportunities for residents to share their voice on how their homes are managed and give them the confidence about their health and wellbeing. Julie asked the group how they’d like to approach that.  Sharon works with the KHG equality, diversity and inclusion [group](https://www.kenthousinggroup.org.uk/subgroups/equality-diversity-and-inclusion-sub-group/) and perhaps we could work together on that.  Julie asked whether we should let our tenants know that they are members of KHG as part of transparency.  Tom H, Folkestone and Hythe do not refer to KHG in communications with residents much.  Tom H, could we ask each member to bring one example of tenants engagement so share good practice.  Louise, they also do not publicise that they are part of KHG, perhaps they could.  Julie suggested doing a survey on what the members of this group want for these meetings so there is more engagement at each group, around consumer standards and any other areas | SI  JT | Contact chairs and vice chairs of this group and EDI to raise this cooperation.  Draft a survey to be circulated and considered before the April meeting |
| KHGs Consumer Standards event | KHG is organising a Consumer Standards [event](https://www.kenthousinggroup.org.uk/events/consumer-standards-event/) on 13th March at mhs homes. It begins with Kate Dodsworth from the Regulator of Social Housing who will give her talk, take questions, and then leave. It continues with speakers on each of the standards and includes many opportunities to share good practice. To book email [sharon.irvine@ashford.gov.uk](mailto:sharon.irvine@ashford.gov.uk) by 23rd February. KHG is arranging a conference on 5th March at Detling Showground. Each KHG member organisation can claim 5 free places, so please liaise with your colleagues about that, and pay for additional places. To find out more visit [KHG Conference 2024 - Kent Housing Group](https://www.kenthousinggroup.org.uk/khg-conference-2024/) and to book use <https://wlevents.org.uk/event/kent-housing-group-conference-2024/> | all | Book places at these events |
| Learning from the Lets Stay Fire Safe campaign (SH2) | **Which materials were used;**  Thanks to the six organisations gave feedback on the materials they used. No organisations used the letter. Three of six used the poster. Two of six used the media release. 1 used the email banner. Three used the Facebook resource. Three used the Instagram resource. One used the Nextdoor resource. Two used the twitter resource. Three used the graphics. Three linked to the KHG webpage. 4 used the animations for homes and communal areas.  Knowing what used what is really helpful to know what to create for future campaigns.  We’ll keep the resources on the website.  **What impacts did your organisation observe?**  Julie Not able to quantify the results but felt useful  **What feedback did you have from tenants, contractors, staff, etc?**  Tom, nothing specific, more part of their ongoing work on fire safety.  Julie, they had an event in a block but nothing specific.  **Any other learning from the campaign?**  Ditch the letters as not used.  We did not consult with residents before the campaign. Perhaps we should have asked what was important to them and how to communicate it.  Helen highlighted BEIS have created a resource around fire safety, particularly around battery scooters, etc. KHG has provided feedback on the resources.  Tom B, East Sussex Fire and Rescue have good advice on e-scooters on their website. The National Fire Safety Council also have good information on their website.  Tom B said most fire services with not allow their logo to be used on others materials. Some will let you use their community safety cartoons or leaflets. |  |  |
| Setting topics for future meetings | Julie will send a survey out on topics and how you’d like the meeting to run. Please do respond. |  |  |
| AOB | Dates for 2024; 24th April; 27th June; 17th Sept; 18th Nov |  |  |