

Meeting: East Kent Joint Scrutiny Committee
Date: 22nd March 2011
Title: East Kent Housing- 2011-12 Delivery Plan
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1. Background

All four East Kent authorities have now formally agreed to the setting up of East Kent Housing (EKH) as an Arms Length Management Organisation (ALMO). As part of the same decision making process, it was agreed to delegate the management of the housing service to the new organisation from the 1st April 2011. Around 220 staff will transfer on this date to the new organisation.

East Kent Housing is a company limited by guarantee wholly owned and controlled by the four councils. A Board has been appointed to run EKH which is made up of four tenants, four nominees from the councils and four independent members. Details of the Board members are in the tenants newsletters (which will be distributed at the meeting).

There are three key documents that were agreed in the last cycle of decision making

- i.) **Owners Agreement;** this is the agreement between the four councils which sets out how collectively they will exercise their joint control over the company
- ii.) **Management agreement;** this is effectively the service contract between EKH and the four councils. There are four separate agreements, i.e. one between EKH and each council. An important element of this is the annual Delivery Plan
- iii.) **Articles of Association;** this is effectively the constitution of East Kent Housing and sets out its powers and governance arrangements.

These documents are available as background papers to the recent papers to each Council and their Cabinet/Executive.

2. The Delivery Plan

The Delivery Plan is an annex to the Management Agreement. EKH will be required to produce an annual plan setting out the improvements in service that it will achieve in the following year. The Delivery Plan will be agreed jointly with tenants, the Board of EKH and each Council.

It was always recognised that the first year of East Kent Housing will be focussed on establishing the organisation, merging the four services into a single entity and sorting out the complex interrelationships between EKH, the four councils and the other shared services.

The 2011/12 Delivery Plan recognised these factors and identified the establishment of the new organisation as the primary focus for the first year. The outline of the Delivery Plan was included in the Management Agreement agreed by the four councils. The Plan has also been agreed in outline by the Board of EKH and by tenant representatives on the Joint Tenants and Leaseholders Group.

Further work has now been done to flesh out the plan with more detailed actions. This is still in draft and hasn't been considered or agreed by the EKH Board. Although there is a strong focus on developing and establishing the new organisation, the Delivery Plan sets out EKH's aspirations for the future including:

- A strong focus on customer service
- An ambition to do more to promote equality of opportunity and embrace diversity
- A desire to do more to create opportunities for tenants and promote social and economic inclusion
- Increasing opportunities for tenants and leaseholders to influence the service
- Increasing accountability to tenants and elected members
- Establishing clear values to underpin the organisations behaviours and performance

3. Background papers

Council Papers February and March decision making

Canterbury

<http://www2.canterbury.gov.uk/committee/ieListDocuments.aspx?CId=138&MId=6917&Ver=4>

Dover

http://www.dover.gov.uk/councillors/council_meetings/update/docs/agendacouncil020311.pdf

Thanet

<http://tdc-mg-dmz.thanet.gov.uk/ieListDocuments.aspx?CId=141&MId=1963&Ver=4>

Shepway

<http://www.shepway.gov.uk/moderngov/ieListDocuments.aspx?CId=122&MId=194&Ver=4>

East Kent Joint Arrangement Committee Report 18th Dec 2009

[http://democracy.kent.gov.uk/Published/C00000472/M00003153/\\$ADocPackPublic.pdf](http://democracy.kent.gov.uk/Published/C00000472/M00003153/$ADocPackPublic.pdf)

4. Appendix

The draft Delivery Plan is appended