

Report to: **Executive**
Date: **17 March 2009**
Report of: **Executive Member for Housing**
Subject: **East Durham Homes Delivery Plan 2009/10**

1.0 Purpose of the Report

1.1 This report is intended to provide Members of the Executive with details of the proposed East Durham Homes Annual Delivery Plan for 2009/10 and makes the recommendation that the Council endorses the plan for the forthcoming year and recommends it to the County Council for approval.

2.0 Consultation

2.1 The preparation of this report and the new Delivery Plan document itself has involved consultation with the Council and East Durham Homes Management Teams and the East Durham Homes Board of Directors.

3.0 Background

3.1 Under the terms of the formal 10 year 'Agreement for Housing Management and other Services' (the Management Agreement) with East Durham Homes the Company is required to produce an annual update to the Delivery Plan and to seek approval from the Council.

3.2 As there have been significant changes in both East Durham Homes and the District Council since the Company was established in April 2004, the Delivery Plan Document itself has been updated to reflect the changes in delegated duties, operational activities and the developing relationship between the Council and Company.

3.3 The Delivery Plan is essentially the document through which the Company and the Council articulate and agree the service standards and performance targets for the Company, and it establishes who is responsible for delivering, monitoring and reviewing these standards and targets throughout the year. A copy of the East Durham Homes Delivery Plan 2009/10 is attached as Appendix 1 to this report.

4.0 Outline of the East Durham Homes Delivery Plan 2009/10

4.1 The Delivery Plan has been developed by Officers from East Durham Homes and the Council to provide detailed information about the delegated housing services provided by the Company with specific reference to key actions to be undertaken

during the 2009/10 financial year. It was approved by the East Durham Homes Board on 26 February 2009 and has been submitted to the Council for approval.

4.2 The Delivery Plan includes key actions from the Company's 5 year Business Plan, a self assessment of services using the Audit Commission Housing Inspectorate's Key Lines of Enquiry (KLOE's), recommendations arising from the reports of internal and external auditors, feedback from customers and good practice. It is broken down into four key areas:

- **Financial Plan:** Detailing the monitoring, review and application of resources available to the Company.
- **Stock Improvement Plan:** Detailing the proposed physical improvements planned to customers homes.
- **Service Improvement Plans:** Detailing the proposed improvements to the services provided in consultation with customers and key stakeholders. The Service Improvement Plans highlight the key service delivery areas within the Delivery Plan along with emerging issues and priorities of both customers and the company.
- **Performance Plan:** Detailing how the Company intends to implement the Performance Management Framework and the indicators the Company will monitor and report upon. As the year end performance has not yet been finalised there may be a requirement to re-profile some targets if there is a substantial difference in year end outturn compared to quarter 3. If required this will be reported to the Board for approval.

4.3 Some further work is required on establishing the baseline position on a number of the performance indicators as many are being introduced for the first time during the current financial year as part of the Company's approach of developing a new suite of Key Performance Indicators which deliver real outcomes for customers. This work will be carried out in consultation with the Council's Head of Housing.

4.4 In previous years the Annual Delivery Plan has been submitted to Council for approval in March and monitored on a quarterly basis by Officers from the Housing Service, with a quarterly performance report to Regeneration Scrutiny Committee. This EDH Delivery Plan relates to the 2009/10 financial year, and as such will require formal endorsement by the new County Durham Authority along with subsequent monitoring a reporting through the appropriate channels. However, it is considered appropriate that as the priorities and targets being proposed by the Company for the 2009/10 financial year have been developed through consultation and involvement with the District of Easington Council it is considered appropriate that this Council formally considers and endorses the report to the County Council.

5.0 Implications

5.1 Policy

If approved the Delivery Plan will set the standard for service delivery and performance management between the Company and the County Council for the 2009/10 financial year.

5.2 Legal

Production of the annual sections of the Delivery Plan is an express requirement of the East Durham Homes 10yr Management Agreement.

5.3 Financial

There are no direct financial implications as a result of this report as the Delivery Plan will be delivered within existing revenue and capital budgets. It is intended that timing of future annual Delivery Plan negotiations will coincide with the negotiations on the Company's annual Management Fee to ensure that standards and performance are closely aligned with the costs and fees of the Company and in line with the County Council's other operational housing units.

5.4 Risk

This report has been subjected to a risk assessment by both East Durham Homes and the District Council and the relevant actions have been implemented.

5.5 Communications

Following approval the Delivery Plan will be disseminated to the all relevant staff, Customers and Tenants and will form the basis of future performance monitoring of the Company by the Council.

5.6 Local Government Review

The Delivery Plan sets out the detail of key elements of operational delivery of delegated housing services during the 2009/10 financial year within the existing approved budgetary and policy framework. As such the ultimate approval of the plan will fall to the new Unitary authority, and this has been incorporated into the action plan of the LGR Housing Workstream and will emerge in Housing Service Improvement Plan.

6.0 Corporate Plan and Priorities

6.1 The East Durham Homes Delivery Plan is in line with the Company's Vision and Objectives and the District Council's Housing Service Plan and Housing Strategy, and

as such makes a direct contribution towards the Corporate Objectives of 'Decent Homes for All' and 'Quality Services for Our People'.

6.2 Equality & Diversity Issues

There are no direct Equality & Diversity issues.

6.3 E-Government Implications

There are no direct E-Government implications

6.4 Procurement Implications

There are no direct Procurement implications

6.5 Performance Management & Scrutiny

The Delivery Plan has previously been monitored by the Council's Head of Housing and reported to the Regeneration Scrutiny Committee as part of the quarterly Housing Service Plan updates. The Delivery Plan will continue to be monitored on a quarterly basis although the precise reporting processes within the new Unitary Authority have not yet been finalised.

6.6 Sustainability

There are no direct Sustainability implications.

6.7 Crime & Disorder

The Delivery Plan contains specific actions related to tackling crime & disorder including Anti-Social Behaviour, enforcement of tenancy conditions and improving the quality of the residential environment and estates.

7 Recommendations

- 7.1 Members are recommended to endorse the East Durham Homes Delivery Plan 2009/10 and recommend it to the County Durham Council for formal approval in 2009/10.

Background Papers

East Durham Homes 10 year Management Agreement

District of Easington Housing Service Plan

District of Easington_Housing Strategy

District of Easington Corporate Plan & Transitional Plan

East Durham Homes Board Report 26 February 2009

Responsible Officer

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Appendix 1