

Public Document Pack



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7 November 2017

Dear Councillor

NOTICE IS HEREBY GIVEN THAT a meeting of the **SCRUTINY (COMMUNITY AND REGENERATION) COMMITTEE** will be held in the Council Chamber at these Offices on Wednesday 15 November 2017 at 6.00 pm when the following business will be transacted.

Members of the public who require further information are asked to contact Rebecca Brough on (01304) 872304 or by e-mail at rebecca.brough@dover.gov.uk.

Yours sincerely

A handwritten signature in black ink, appearing to be "Nicky", written over a white background.

Chief Executive

Scrutiny (Community and Regeneration) Committee Membership:

L A Keen (Chairman)
G Cowan (Vice-Chairman)
T A Bond
P I Carter
N Dixon
R J Frost
P J Hawkins
M J Ovenden
G Rapley
N A G Richards

AGENDA

1 **APOLOGIES**

To receive any apologies for absence.

2 **APPOINTMENT OF SUBSTITUTE MEMBERS**

To note appointments of Substitute Members.

3 **DECLARATIONS OF INTEREST** (Page 5)

To receive any declarations of interest from Members in respect of business to be transacted on the agenda.

4 **MINUTES** (Pages 6 - 9)

To confirm the Minutes of the meetings of the Committee held on 13 September 2017 (to follow), 19 September 2017 (to follow) and 11 October 2017 (attached).

5 **PUBLIC SPEAKING**

Please note that in accordance with the agreed Protocol for Public Speaking at Overview and Scrutiny, the right to speak only applies to agenda item 11.

The right of the public to speak does not apply to the following agenda items: Apologies, Appointment of Substitute Members, Declarations of Interest, Minutes, the Forward Plan, the Scrutiny Work Programme, any agenda item that is not accompanied by a written report and items that are exempt business.

Members of the public wishing to speak must register to do so by no later than 2.00 pm on the second working day before the meeting.

6 **DECISIONS OF THE CABINET RELATING TO RECOMMENDATIONS FROM THE SCRUTINY (COMMUNITY AND REGENERATION) COMMITTEE**

The following decisions were taken by the Cabinet at its meeting held on 6 November 2017 in respect of recommendations from the Scrutiny (Community and Regeneration) Committee:

- Camelot Europe Presentation
- Private Sector Housing Enforcement Policy

7 **ISSUES REFERRED TO THE COMMITTEE BY COUNCIL, CABINET, SCRUTINY (POLICY AND PERFORMANCE) COMMITTEE OR ANOTHER COMMITTEE**

There are no items for consideration.

8 **ITEMS CALLED-IN FOR SCRUTINY OR PLACED ON THE AGENDA BY A MEMBER OF THE COMMITTEE, ANY INDIVIDUAL NON-EXECUTIVE MEMBERS OR PUBLIC PETITION**

(a) Items placed on the agenda by a Member of the Committee or any individual Non-Executive Member

Any individual Councillor may request that a matter is placed on the agenda of one of the Council's Overview and Scrutiny Committees.

There are no items for consideration.

(b) Call-In

Executive Decisions may be called-in by the Chairman or Spokesperson of the Scrutiny (Policy and Performance) Committee or any three non-executive members. Call-Ins are heard by the Scrutiny (Policy and Performance)

Committee unless it decides to refer the matter to the Scrutiny (Community and Regeneration) Committee.

There are no items for consideration.

(c) Public Petitions

There are no items for consideration.

9 **NOTICE OF FORTHCOMING KEY DECISIONS** (Pages 10 - 13)

It is intended that Members should use the Notice of Forthcoming Key Decisions to identify topics within the remit of the Committee for future scrutiny.

10 **SCRUTINY WORK PROGRAMME**

It is intended that the Committee monitor and prioritise its rolling work programme.

11 **EAST KENT HOUSING - PROPOSED NEW FORMAL RESIDENT INVOLVEMENT STRUCTURE** (Pages 14 - 18)

To consider the attached report of the Director of Customer Services (East Kent Housing).

The following tenant representatives have confirmed that they will be attending the meeting:

Brenda Lyons (Chair of the Dover Districts Tenants Group)
June Bailey (Member of the Dover District Tenants Group)
Samm Morris (Chair of the EKH Tenant Scrutiny Panel)

12 **UPDATE ON EAST KENT HOUSING**

To receive an update on the changes to East Kent Housing.

Access to Meetings and Information

- Members of the public are welcome to attend meetings of the Council, its Committees and Sub-Committees. You may remain present throughout them except during the consideration of exempt or confidential information.
- All meetings are held at the Council Offices, Whitfield unless otherwise indicated on the front page of the agenda. There is disabled access via the Council Chamber entrance and a disabled toilet is available in the foyer. In addition, there is a PA system and hearing loop within the Council Chamber.
- Agenda papers are published five clear working days before the meeting. Alternatively, a limited supply of agendas will be available at the meeting, free of charge, and all agendas, reports and minutes can be viewed and downloaded from our website www.dover.gov.uk. Minutes are normally published within five working days of each meeting. All agenda papers and minutes are available for public inspection for a period of six years from the date of the meeting.

- If you require any further information about the contents of this agenda or your right to gain access to information held by the Council please contact Rebecca Brough, Democratic Services Manager, telephone: (01304) 872304 or email: rebecca.brough@dover.gov.uk for details.

Large print copies of this agenda can be supplied on request.

Declarations of Interest

Disclosable Pecuniary Interest (DPI)

Where a Member has a new or registered DPI in a matter under consideration they must disclose that they have an interest and, unless the Monitoring Officer has agreed in advance that the DPI is a 'Sensitive Interest', explain the nature of that interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a DPI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation permitting them to do so. If during the consideration of any item a Member becomes aware that they have a DPI in the matter they should declare the interest immediately and, subject to any dispensations, withdraw from the meeting.

Other Significant Interest (OSI)

Where a Member is declaring an OSI they must also disclose the interest and explain the nature of the interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a OSI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation to do so or the meeting is one at which members of the public are permitted to speak for the purpose of making representations, answering questions or giving evidence relating to the matter. In the latter case, the Member may only participate on the same basis as a member of the public and cannot participate in any discussion of, or vote taken on, the matter and must withdraw from the meeting in accordance with the Council's procedure rules.

Voluntary Announcement of Other Interests (VAOI)

Where a Member does not have either a DPI or OSI but is of the opinion that for transparency reasons alone s/he should make an announcement in respect of a matter under consideration, they can make a VAOI. A Member declaring a VAOI may still remain at the meeting and vote on the matter under consideration.

Note to the Code:

Situations in which a Member may wish to make a VAOI include membership of outside bodies that have made representations on agenda items; where a Member knows a person involved, but does not have a close association with that person; or where an item would affect the well-being of a Member, relative, close associate, employer, etc. but not his/her financial position. It should be emphasised that an effect on the financial position of a Member, relative, close associate, employer, etc OR an application made by a Member, relative, close associate, employer, etc would both probably constitute either an OSI or in some cases a DPI.

Minutes of the meeting of the **SCRUTINY (COMMUNITY AND REGENERATION) COMMITTEE** held at the Council Offices, Whitfield on Wednesday, 11 October 2017 at 6.03 pm.

Present:

Chairman: Councillor L A Keen

Councillors: T A Bond
P I Carter
G Cowan
R J Frost
P J Hawkins
M J Ovenden
G Rapley
N A G Richards (Minute No. 68 – 69 only)

Officers: Director of Finance, Housing and Community
Democratic Services Manager
Democratic Services Officer

Also Present: Councillor P M Brivio

58 APOLOGIES

An apology for absence was received from Councillor N Dixon.

59 APPOINTMENT OF SUBSTITUTE MEMBERS

There were no substitute Members appointed.

60 DECLARATIONS OF INTEREST

There were no declarations of interest made by Members.

61 MINUTES

The Minutes of the meeting of the committee held on 12 September were deferred to the next meeting.

62 PUBLIC SPEAKING

The Team Leader – Democratic Support advised that no members of the public had registered to speak on items on the agenda to which the public speaking protocol applied.

63 DECISIONS OF THE CABINET RELATING TO RECOMMENDATIONS FROM THE SCRUTINY (COMMUNITY AND REGENERATION) COMMITTEE

RESOLVED: That the decision of Cabinet relating to recommendations from the Scrutiny (Community and Regeneration) Committee be noted.

64 ISSUES REFERRED TO THE COMMITTEE BY COUNCIL, CABINET, SCRUTINY (POLICY AND PERFORMANCE) COMMITTEE OR ANOTHER COMMITTEE

There were no items of business for consideration.

65 ITEMS CALLED-IN FOR SCRUTINY OR PLACED ON THE AGENDA BY A MEMBER OF THE COMMITTEE, ANY INDIVIDUAL NON-EXECUTIVE MEMBERS OR PUBLIC PETITION

There were no items of business for consideration.

66 NOTICE OF FORTHCOMING KEY DECISIONS

The Democratic Services Manager presented the Notice of Forthcoming Key Decisions to the Committee for its consideration.

RESOLVED: That the Notice of Forthcoming Key Decisions be noted.

67 SCRUTINY WORK PROGRAMME

The Democratic Services Manager presented the Scrutiny Work Programme to the Committee for its consideration.

Members agreed that the following items be included within the work programme:

- EK Housing
- Stagecoach

Members were reminded that Stagecoach had refused to engage with the committee and that key questions should be submitted to the Democratic Services Manager to submit to Stagecoach. Members requested that Kent County Council and Dover District Council officers attend the meeting also.

RESOLVED: (a) That the Work Programme be noted subject to the inclusion of an item on EK Housing and Stagecoach.

CAMELOT EUROPE PRESENTATION

The Chairman welcomed Mr Reardon, Business Development Manager for Camelot Europe, who had been invited by the Committee to provide details of the services Camelot Europe offered to help utilise long term vacant properties in the Dover district.

Camelot Europe (Camelot) was a property management service that worked with landlords within the public and private sectors to provide security solutions for empty properties. Camelot would ensure the properties were habitable to house a 'Property Guardian' in the property. Property Guardians were primarily key workers who met the criteria set out by Camelot Europe, and would be offered minimum tenancies of 13 weeks or longer, depending on the availability of the property. Works to the property would be undertaken by Camelot such as, installing showers, heating, kitchens prior to the tenant moving in and the revenue raised through rent would cover those costs. It was hoped that utilising vacant commercial properties would improve the overall look of local high streets; prevent vandalism, squatters and provide affordable rents to tenants. Richmond, Wandsworth, and other London councils were currently working with Camelot to utilise empty properties.

Whilst Members liked the concept and would encourage utilising empty properties, there were concerns that the demographic of those in most need of housing in the Dover district would not meet the current criteria to be considered by Camelot as a Property Guardian and therefore would not help to ease the pressure of the housing issues in the district. Mr Reardon accepted there were obstacles, such as having a criminal record, being unemployed that would prevent suitable people becoming Guardians. If required he would have further discussions with Camelot and officers of DDC to look at the criteria. To alleviate further concerns it was suggested that DDC officers should be able to inspect the properties before tenants offered by DDC were able to move in so as to provide assurances that the properties were to a good standard and habitable.

Whilst Members were encouraged by the concept further investigation by officers would be required to look into the suitability of such a scheme for those in most need in the district.

- RESOLVED: (a) To note the presentation by Camelot Europe and welcome any proposal to bring vacant properties back into use.
- (b) That the Scrutiny (Community and Regeneration) Committee recommend to Cabinet that the appropriate officers meet with Camelot Europe to investigate the feasibility of working with them and to review the criteria to ensure that it contains adequate safeguards and is suitable for Dover.

PRIVATE SECTOR HOUSING ENFORCEMENT POLICY REPORT

The Director of Finance, Housing and Community presented the revised Private Sector Housing Enforcement Policy to the Committee which had previously been considered at the meeting of the Cabinet on 2 October 2017. New powers for local authorities had been introduced within the Housing and Planning Act 2016 to tackle rogue landlords. The new powers included:

- Civil penalties of up to £30,000
- Extension of Rent Repayment Order
- Banning order for most prolific offenders
- Database of rogue landlords/property agents
- Tougher fit and proper person test for landlords of licensed properties
- Sharing data on tenancy deposit schemes with local authorities.

The use of the powers would be discretionary and there was an expectation that less than 5 cases per annum would require the use of the powers however, it was a quicker and easier process and cases could increase as a result.

There were concerns from Members that tenants would be penalised by way of revenge evictions should a complaint against the landlord be made. Members were advised that all complaints would be confidential and DDC would initiate the complaint against the landlord.

Members welcomed that revised policy and encouraged officers to publicise the new powers.

RESOLVED: That cabinet decision CAB78 be endorsed and that the revisions to the Private Sector Housing Enforcement Policy be approved.

(With the consent of the Committee it was agreed that Councillor P M Brivio would be permitted to speak on the item.)

The meeting ended at 7.24 pm.



Notice of Forthcoming Key Decisions

[This updated version of the Notice supersedes all other versions issued in previous months]

Publication Date: 3 November 2017

Notice of Forthcoming Key Decisions which will be made on behalf of the Council

Key Decisions 2017/18	Item	Date of meeting at which decision will be taken by Cabinet (unless specified otherwise)
1	Neighbourhood Plans	June 2013 and ongoing (see entry)
2	Dover Town Centre Regeneration: To consider progress on the Compulsory Purchase Order and any issues arising which may go beyond the scope of the resolutions incorporated in Minute CAB 87	8 September 2014/24 April 2015/7 March 2016 and as necessary
3	Approval to develop detailed plans for replacement of Dover Leisure Centre	25 July/20 September and 15 December 2016 (special Cabinet meetings) and 11 September 2017 (special Cabinet meeting)
4	Statutory Brownfield Register	Decision to be taken by the Head of Regeneration and Development – December 2017
5	Review of Tenancy Strategy and Tenancy Policy	4 December 2017 or 15 January 2018
6	Review of Local Plan	(i) 1 March 2017; (ii) October 2018; and (iii) July 2019
7	Property Acquisitions	Ongoing (decisions to be taken by Portfolio Holder for Corporate Resources and Performance)
8	Approval for public consultation on draft South Barracks Conservation Area Appraisal	3 July 2017 and 5 February 2018
9	To consider the results of public consultation on the Waterloo Crescent Conservation Area Appraisal and approve public consultation on proposed boundary extensions	8 May 2017
10	To consider the results of public consultation on the extension of the Nelson Street Conservation Area boundary and the introduction of an Article 4 Direction	8 May and 4 December 2017
11	Approval to cease providing a face-to-face customer service function at Aylesham, Deal and Sandwich area offices	3 July and 4 September 2017
12	Approval of revisions to the 2012 Housing Assistance Policy	3 July 2017
13	Approval of amended Dover District Council Events Policy and Land Hire Agreement	4 September 2017

Key Decisions 2017/18	Item	Date of meeting at which decision will be taken by Cabinet (unless specified otherwise)
14	Approval to release funding and carry out regular beach maintenance works between Oldstairs Bay and Sandwich Bay	12 June 2017
15	Local Plan Review – Engagement Strategy	8 May 2017
16	Appointment of contractor to carry out building extension and repair works at Kearsney Abbey and Russell Gardens as part of the Heritage Lottery Funded ‘Parks for People’ project	Decision to be taken by the Portfolio Holder for Property Management and Public Protection – July/August 2017
17	Appointment of contractor to carry out landscape and watercourse restoration works at Kearsney Abbey and Russell Gardens as part of DDC’s Heritage Lottery Funded ‘Parks for People’ project	Decision to be taken by the Portfolio Holder for Property Management and Public Protection – July/August 2017
18	To approve the policy on civil penalties and rent repayment orders for private landlords	2 October 2017
19	To seek approval for wet and dryside improvements to Tides Leisure and Indoor Tennis Centre, Deal	15 January 2018
20	Dover Waterfront Masterplan Area Action Plan	To be confirmed
21	Planning Enforcement Plan	4 December 2017 and dates to be confirmed
22	Representations on the Thanet District Council Local Plan	5 March 2018
23	Fit-out of Aylesham retail units and related funding	3 July 2017
24	Project approval for development of land at Foxborough Close, Woodnesborough to provide affordable housing	3 July 2017
25	Approval of project to deliver new modular homes to provide temporary housing for homeless households	2 October 2017
26	To consider a revised East Kent Growth Framework	4 September 2017
27	The Open Golf Championship 2020	4 September 2017
28	Local Development Scheme	4 September 2017
29	To seek approval for public consultation on the draft Sandwich Walled Town Conservation Area Appraisal	5 March 2018 and date to be confirmed
30	Approval of contracts for works to Middle Street Car Park, Union Road Car Park and general maintenance work to remaining car parks.	4 September 2017
31	Approval to carry out works to area adjacent to River Dour and garages to the rear of Dolphin House, Dover	4 December 2017

Key Decisions 2017/18	Item	Date of meeting at which decision will be taken by Cabinet (unless specified otherwise)
32	Approval to carry out capital project works to Deal Pier	2 October and 6 November 2017
33	Award of replacement pitched roofing contract 2017-2020	2 October 2017
34	Future and funding of Inspire Fund	15 January 2018
35	Development of community-led housing initiatives	6 November 2017
36	Approval to upgrade heating and ventilation plant and controls at Dover Museum	6 November 2017
37	To approve final contract terms for the delivery of Revenues, Benefits and Customer Services functions by a private sector provider, and give authority for partner councils to enter into the contract and associated documentation.	East Kent Services Committee – December 2017/January 2018
38	Hackney Carriage and Private Hire vehicles - access for wheelchair users	15 January 2018
39	Fees and Charges – agreement on levels for 2018/19	15 January 2018
40	Authority Monitoring Report	4 December 2017/15 January 2018
41	Recommendations to Cabinet (and Council) of the draft 2018/19 Budget and Medium-Term Financial Plan 2018/19-2021/22, and approval of various delegations within the Budget	5 February and 5 March 2018

- Note: (1) Key Decisions which are shaded have already been taken and do not appear in this updated version of the Notice of Forthcoming Key Decisions.
- (2) The Council's Corporate Management Team reserves the right to vary the dates set for consultation deadline(s) and for the submission of reports to Cabinet and Council in respect of Key Decisions included within this version of the notice. Members of the public can find out whether any alterations have been made by looking at the Council's website (www.dover.gov.uk).

Subject:	EAST KENT HOUSING - PROPOSED NEW FORMAL RESIDENT INVOLVEMENT STRUCTURE
Meeting and Date:	Scrutiny (Community & Regeneration) - 15 November 2017
Report of:	Matt Gough, East Kent Housing, Director of Customer Services
Classification:	UNRESTRICTED

Purpose of the report: This report is for members to comment on the proposed recommendations

Recommendation: Members are asked to:

- (i) Note the report; and
- (ii) Comment on the proposed new formal resident involvement structure set out in this report.

1. Summary

1.1 Arrangements for resident involvement are a housing management function which has been delegated by the four Council owners to East Kent Housing. Over recent months the various structures which enable this involvement to take place have been reviewed. This report sets out proposals, which have been developed in consultation with residents (tenants & leaseholders), to change the formal resident involvement structure with the aim of providing improved governance through revised roles for local groups, reduction of duplication, introduction of a Residents' Panel and more focus on resident input into task and finish groups involved in specific projects. The purpose of this report is to brief members of the Scrutiny (Community and Regeneration) Committee on the proposed changes and give them an opportunity to comment on them.

2. Introduction and Background

2.1 East Kent Housing currently has a formal resident involvement structure which has four area boards (one for each council area), four residents on the main EKH Board (one from each council area) and four local groups (one for each area) which tend to consider the same information as the area boards. It also has a tenant scrutiny panel, sheltered housing panels and a communications group, all made up of residents, and a Service Improvement sub-committee, also involving residents.

2.2 The Tenant Scrutiny Panel (TSP) carried out a review of the formal resident involvement structure and provided recommendations which included:-

- I. A residents board covering the whole of the EKH area
- II. Maintaining and reviewing the roles of local groups
- III. Increased focus of task and finish project groups to produce specific and timely outcomes
- IV. Reducing the duplication of groups
- V. A consistent approach to the structure of groups, including their terms of reference, number of meetings agendas and their aims and objectives.

In order to develop these recommendations a group of wider residents from the four areas have been supported by an Independent Tenant Advisor to work with EKH to develop and recommend the new structure and the supporting documentation. As part of the work and

the development of the revised structure EKH have sought to retain the link back to the original recommendations of the Tenant Scrutiny Panel. In order to illustrate how the recommendations have been progressed EKH have considered each in turn along with details of how improvements have been progressed.

3. Detail

The proposed new structure is set out in Annex 1 has been amended to include the recommendations with regards to the roles of the Panel/groups received from the wider consultation

3.1 Residents' Panel

Role of the Panel - The Residents' Panel will replace the four Area Boards, and will consider issues across the EKH area. This is reflected in the new working arrangements for EKH, whereby staff now work across the whole area.

- The purpose of the Residents' Panel is to work with EKH to influence policies and strategies and to scrutinise performance on behalf of all EKH residents.
- The Residents' Panel would carry out the following activities:
- Influence service delivery arrangements
- Provide feedback and make recommendations regarding EKH housing related policies and strategies
- Monitor performance data and make recommendations on how performance can be improved.
- Monitor resident feedback, including satisfaction, compliments, complaints information and feedback from other groups of involved residents e.g. Local Groups and Task and Finish/Project Groups. Make recommendations for improvements.

Membership -

The Panel will comprise of twelve resident members, three from each of the four council areas, including provision for 1 leaseholder. A selection process will be used to appoint members who will serve a 3 year term with a maximum of 3 terms.

Resident Board Members - An EKH Resident Board Member will attend the Residents' Panel meetings and act as a link person between the Panel and the Board. Their role in relation to the Panel will include the following:

- To receive feedback from the Panel and report this information to the next available meeting of the EKH Board
- To provide feedback and updates from EKH Board meetings to the Residents' Panel

This will ensure the linkage between the Panel, local groups and main Board, as it is essential that the voice of residents is heard as part of the governance structure.

Meetings - The Residents' Panel will meet quarterly and will be quorate when eight out of the twelve members are present. EKH will provide involvement and secretarial support to the Panel.

Timing of meetings – Currently the regularity of meetings varies across the 4 areas, and it is proposed that the meeting intervals will move to quarterly to reflect the wider Board and Committee timings. Whilst for some areas meetings are currently quarterly for other areas this change has been met with concern. Some residents felt the time between meetings would be too long and there would be too many items on agendas to be able to effectively debate and provide recommendations.

For those areas where there have been concerns raised EKH have agreed to ensure that residents are supported so that local group meeting agendas and forward plans will be agreed/managed with Chairs. In addition to which with the move towards local groups focusing on local issues it is not anticipated at this time that more than 4 meetings per year will be necessary. The use of task and finish groups will enable residents to be engaged on bigger projects which may require more time for consultation and for their recommendations to be reported.

EKH have committed to responding to questions and any issues raised at local group meetings within 10 days of receiving their minutes. Any issues not responded to within this timescale will be highlighted to the EKH Management Team and to the Residents' Panel for scrutiny. This new procedure will also help the local groups to know that concerns will be raised to the highest level, and is another mechanism in ensuring that the tenants voice is heard.

EKH has also committed to review the new structure including the meeting schedule after a 12 month period following implementation. On this basis residents were happy to agree the quarterly meeting schedule.

3.2 Role of Local Groups

The role of the local groups has been considered and the new terms of reference have been summarised below.

The purpose of each Local Group will be to work with EKH, Councils, tenants and leaseholders to resolve local community issues, to support local community projects and to consider local opportunities for estate improvements, e.g. work with other social landlords and voluntary organisations if appropriate. In addition to EKH attending Local Group meetings appropriate Councillor(s) for housing will be invited to attend to participate and observe, in relation to local council services.

3.3 Increased Focus of Task and Finish Project Groups

The proposed structure as set out above includes for specific task related groups which will have a specified brief to consider specific issues that will be time limited and will report their findings through the formal EKH structure. This will ensure we are making the most of the commitment being made by residents to drive forward improvements and deliver positive outcomes in a targeted way.

3.4 Reduce the Duplication of Groups

A reduction in duplication will be achieved by the proposed revisions to the structure as previously outlined. The number of times information will be considered will be reduced, and this will help to ensure that feedback is consistent and acted upon.

3.5 A Consistent Approach to the Structure of Groups, Including their Terms of Reference, Number of Meetings Agendas and their Aims and Objectives

Revised Code of Conduct (Appendix 3) - Residents reviewed the code adding the EKH values and including examples of minor/serious breaches to bring clarity as to behaviours that are not considered acceptable. A section on how concerns about behaviours can be raised has also been added and how a breach of the code will be managed.

New Relationship and communication between groups (Appendix 4) - Residents' were keen to ensure there is a clear relationship and communication between the groups within the new structure. Appendix 4 sets out how each group will commit to working together and how and when they will share information with each other and wider residents in the future.

Role descriptions (Appendix 5) - The role description document has been developed with the help of residents to clarify for all residents involved at a formal level the roles of committee members and the qualities and abilities needed to carry out these roles effectively. This document will also support residents when considering standing or selecting committee members in the future.

3.6. Implementation of the new structure

It is proposed that the new structure be in place in time for the start of the new 2018/19 financial year.

EKH will continue to work with residents to;

- agree the recruitment processes for the new Resident Panel (Oct – Dec)
- finalise process for requesting information or escalating concerns including timeframes (Oct – Dec)
- recruit members of the new Residents' Panel (Jan – Feb)
- recruit additional members to local groups (Jan – Feb)
- provide training to Panel and Local Group members on the new way of working (Mar)
- schedule meetings to ensure effective feedback between Local Groups, Resident Panel and Board

4. Consultation

4.1 Extensive work has been undertaken with engaged residents, to ensure that the proposals are supported by, and were developed with, residents. This included surveys, workshops and task and finish project group.

4.2 The proposals are supported by residents and have been developed by them, and they contribute to improved governance at EKH and a greater ability for the Board to hear the voice of residents.

5. Resource Implications

There are no financial implications for the proposals.

6. Appendices

Annex 1 Proposed new formal resident involvement structure

Contact Officer: Michelle Thomas, East Kent Housing, Resident Involvement Manager

Telephone: 01304 872410

Email: michelle.thomas@eastkenthousing.org.uk

Proposed New Structure:

- = Co-Regulation
- = Local
- = Task and Finish

