

Appendix 1.

VOID ACTION PLAN

Action	Lead Officer	By When	RAG	Progress
1. Explore 'invest to save' opportunities to increase capacity	Housing Operations Service Manager	Immediate and on-going.		<ul style="list-style-type: none">Housing Operations have been working with Procurement to secure sub-contractors. This has not yet identified any suitable contractor(s) who have capacity or sufficient expertise to deliver alongside the council. This continues to be explored.We have an agreed plan to halt some planned works for fire safety works so we can reallocate the trade resource to void works for 12 months to help reduce the backlog. The reprofiling of the capital budget has been agreed at cabinet (October 2023). <p>The Project team are finishing off their current sites, after this supply chains will be adjusted, and the trade team will be kitted out for void works. It is expected that this team will commence working on voids in December 23.</p>
2. A review will be undertaken of the operational processes and systems in place to identify improvements required and enabling assurance to be provided on the delivery model. This will also consider ways to reduce	Housing Operations Service Manager	By December 2023		<ul style="list-style-type: none">A LEAN consultant has been procured (contract being finalised) to review our structure and all void processes as a whole (key in to key out). This will highlight where our current processes can be improved upon. This review will also confirm the need for any extra staffing requirements for both existing processes and potential new ones.

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the void period between the maintenance handover date and void relet.				<ul style="list-style-type: none"> Review and plan to be completed by end of December 2023. Implementation to commence from Jan 2024.
3. Increase proactive property/tenancy inspections to reduce the number of void properties with increased maintenance costs caused by tenant misuse and neglect.	District Housing Managers	By December 2023		<ul style="list-style-type: none"> Housing Management is under-going a service re-design. The consultation closed on 21st October 2023. Implementation of the new structure to be completed by Jan 24. Review of processes and procedure currently being undertaken. Target end date Dec 23. Improvements expected to be evident in completion of inspections in Q4 23/24.
4. Capital Estates will continue proactive planned maintenance programme prioritised to target areas of greatest repair need to help 'Improve the quality of homes'.	Head of Corporate Estate and Assets	Dynamic April 2024.		<ul style="list-style-type: none"> HRA Capital programme reprofiled and agreed at cabinet in Oct 23. Procurement of a primary delivery partner being progressed for April 2024. Review of capital programme and investment being undertaken to inform budget proposals for 24/25.