

Appendix 1.

VOID ACTION PLAN (Updated 31/3/2024)

Action	Lead Officer	By When	RAG	Progress
1. Explore 'invest to save' opportunities to increase capacity	Housing Operations Service Manager	Jan 2024. Further resources agreed 1 st April 2024.		<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 reprofiled some of our existing resources for 12 months to help reduce the backlog. This was approved by cabinet in October and was implemented in Jan 2024.• Approval of the HRA budget for 24/25 means we are now also in a position to recruit additional trades to further supplement and support this work. Recruitment will be started in April 2024.
2. A review will be undertaken of the operational processes and systems in place to identify	Housing Operations	December 2023.		<ul style="list-style-type: none">• A LEAN consultant was secured through a competitive procurement process in November 2023. They have

<p>improvements required and enabling assurance to be provided on the delivery model. This will also consider ways to reduce the void period between the maintenance handover date and void relet.</p>	<p>Service Manager</p>	<p>Implementation phase now in progress.</p>		<p>been undertaking the following scope of work: reviewing all void processes as a whole (key in to key out). This has already informed a number of improvements and will continue to refine the way we do our business and the structure we need to deliver best value for those we serve.</p> <ul style="list-style-type: none"> • Please see appendix 2 for further details of planned work and targets.
<p>3. Increase proactive property/tenancy inspections to reduce the number of void properties with increased maintenance costs caused by tenant misuse and neglect.</p>	<p>District Housing Managers</p>	<p>By December 2023. Implementation phase now in progress.</p>		<ul style="list-style-type: none"> • Housing Management re-design has been completed with new working practices and targets set for 24/25. • Progress not yet quantifiable. Improvements are expected to be evident from Q1 24/25.
<p>4. Capital Estates will continue proactive planned maintenance programme prioritised to target areas of greatest repair need to help 'improve the quality of homes'.</p>	<p>Head of Corporate Estate and Assets</p>	<p>Dynamic Enhanced programme of delivery will begin June 2024.</p>		<ul style="list-style-type: none"> • HRA Capital programme reprofiled and agreed at full council in Feb 2024. • Procurement of a primary delivery partner being progressed for June 2024