

Appendix 1.

VOID ACTION PLAN (Updated 14/10/2024)

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. Recruitment from 1 st April to August 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. Update 14/10/24: additional frameworks are now being pursued.• We have reprofiled some of our existing resources for 12 months to help reduce the backlog. This was approved in October 2023, mobilisation commenced January with full re-allocation achieved end March 2024.• Approval of the HRA budget for 24/25 means we are now in a position to recruit additional trades to further supplement and support this work. This is taking much longer to complete and is expected to extend to December 2024.

<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 the void period between the maintenance handover date and void relet.</p>	<p>Housing Operations Service Manager</p>	<p>December 2023. Implementation phase now in progress.</p>		<ul style="list-style-type: none"> • A LEAN consultant was secured through a competitive procurement process in November 2023. They have 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. • Please see Appendix 2 & Appendix 3 for further details of planned work and targets. <p>Update 14/10/24:</p> <ul style="list-style-type: none"> • Targeting and prioritising of voids with the least maintenance work to relet more properties sooner followed by, homeless, tenancy demand and 1 & 2 bed properties to reduce number of voids arising from transfers. • Weekly performance reviews to maintain and drive improvements. • Additional lean reviews have taken place for the materials and logistics workstream as well as the responsive repairs workstream – both of which have dependencies that impact the voids programme.
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<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. • Improvements are expected to be evident from Q1/Q2 24/25. This includes: <ul style="list-style-type: none"> ○ Increased property / tenancy inspections ○ Reduction in voids generated from 'Transfers'
<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 <p>Update 14/10/24:</p> <ul style="list-style-type: none"> • Primary delivery partner confirmed, selected and mobilised. • Currently in mobilisation phase with project preparation in traction including all preparation work required in conjunction with Section 20 leaseholder notices.