## Housing Operations Voids Improvement Plan 2023/2024/202

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-	Improvement Stens:	Sub-elements	Specific areas and actions:	TASKS	Completed By	Start Date/ End Date	Jan to Nov December	2024	February March	Anril	May In	ma lub	Assisted Santami	the October	December 1	125	uany March Anril
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		Identify areas not meeting Service Targets & Strategic															
Step 1	Recognise Critical Areas for Improvement	Goals															
				Cutting costs by completing work prior to property becoming void - after pre-void	John Chambers, John Kirk, James Doyle,												
				inspection,	Anthony Keogh	01.01.24- ongoing											
			141% rise in Average Void Maintenance Costs compared to 2019	Increased use of Periodical Tenancy Checks to manage tenants	District Housing Managers	01.07.24-ongoing						_		_		_	
					John Chambers, John Kirk, James Dovle,												
				To proportionally target "quick Wins" whilst ensuring a steady recovery of major works	Anthony Keogh, Mark Chandler	01.01.24- ongoing											
-			Backlog and No. of void properties	Utilising resources - relocation 23 trades from Projects to Voids		01.04.24-01.04.25					_			_			
			Backing and No. of York properties	Outstrig resources relocation 23 trades from Projects to voices	reny carder	01.04.24-01.04.25								_			
			Exceptionally long turnaround times	Implementation of total mobile technologies for trades to monitor performance	Mark Mullen	01.09.24- ongoing											
			Over £1m rent loss	Reducing turnaround time and time spent as void with increased tenant management	District Housing Managers	01.07.24- ongoing											
			Additional Council Tax costs	As above													
				Pre-Void inspection process to be redesigned with the inspectors to ensure recharges are		1				1							
			<b>」</b>	applied	Anthony Dunn , Vanessa Lee	01.07.24-31.08.24											
			<b></b>	PTC's to be completed regularly to reduce cost on the void	District Housing Managers	01.07.24- ongoing											
			Tenant rechargeable work in excess of £70k pa	Debt management team to collect tenant debt and review process	Mike Fagan	01.07.24- ongoing				1							
-			Delays in materials to trades	Resular communication with TP on how best to stock materials for voids  Breiew Contract with TP	Debbie Van Coller	01.04.24 -01.09.24								-	1		
				Hewew Contract with TP	Debbie Van Coller	1						_		_	+-		
Step 2	Analyse & Identify	Phase 1 - Source of the problem															
		Analyse and Confirm what needs fixing	Lack of £55m planned maintenance investment in housing stock	£25 M approved by cabinet already		1									+		
-			-	Void Standard to be reviewed and publicised with tenant involvement.	Lean Working group	18.01.24-07.08.2024											
				ARK stock optimisation	David Hockaday	01.01.24-31.12.24								_			
-			47% Decent Homes Failure rate	Cabinet approval of initial funding of £25 m in oct 23 for delivery over 5 years	Tina Dver Slade	01.01.24-31.12.24	<del>                                     </del>										
				Recruitment to meet demand- up to capacity of 75 staff including 1 Overall manager, 6													
			Lack of trades and staff to match the rise in demand caused by the above problems	area managers, 6 charge hands, 1 PSM and 4 void coordinators	Mark Mullen Mark Mullen	31.03.24-31.03.25 01.09.24-01.04.25								_		_	
	Į.	I .	Identify technology solutions for upgrades and/or replacement of existing	Mapping and Implementation of Total Mobile Training for Voids	Park Poster	01.05.24-01.04.25	1 1			1							
		Phase 2 - Process reviews	Inefficiencies through process waste, duplication & non-added value activities	To recognise where work is being duplicated and what work is non essential	LEAN Working group	06.01.24-01.04.25											
			The state of the s	Centralised data team to create a power BI housing data dashboard to monitor KPI's and	and the same of th		1 1									_	
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			identify manual processes that need to be replaced with technology solutions	void progress without manual input	Charlene Greenway/Cheylea Hookinson	01.05.24-01.11.24											
1 -			Identify manual processes that need to be replaced with technology solutions	void progress without manual input	Charlene Greenway/Cheylea Hopkinson	01.05.24-01.11.24									1 1		
Step 3	Redesign	Phase 1 - Design for improvement		void progress without manual input	Charlene Greenway/Cheylea Hopkinson	01.05.24-01.11.24											
Step 3	Redesign	Phase 1 - Design for Improvement Engaging staff	Identify manual processes that need to be replaced with technology solutions  Housing Ops Service re-design plan  Ensuring Improvement Ideas from "bottom up"			01.05.24-01.11.24 06.01.24-06.02.25											
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Author: Date: Mark Mullen, Housing Operations Manager 20th June 2024