

Void Management Action Plan

	Significant delays to delivery
	Minor delays to activity
	Activity on target
	Complete
	Not started

	Activity	Lead	Planned timescale	RAG	Progress notes
No.	Budget				
A1	Identification of additional funding streams	Paul Calland Sean O'Donnell	Ongoing		Secured TACP phase 1 funding - £200,000 for works to specific void properties Further work ongoing to identify additional funding opportunities. SO'D highlighted how complex the TACP form is, requiring a lot of detailed information - very resource demanding
A2	Identify budget requirements to achieve WHQS2 and Decarb	Sean O'Donnell Zoe Roberts	Awaiting WG information		Expecting detail of WHQS2 in April 23 Continued consultation with WG - still waiting for update from them. Planning work for budget underway
	Refurbishment				
B1	Re-tendering to procure additional contactors	Sean O'Donnell	Oct-22		Process procuring additional contractors should be complete by the end of Jan. Positive response, with lots of applicants including quite a few local contractors which will assist with local economy. We are confident we procure at least 3 or 4 additional contractors.
B2	Review of work schedule to reallocate resources when required due to material delays	Sean O'Donnell	Ongoing		Minor delays due to contractor resources In-house workforce reallocated accordingly depending on workflow. SO'D To review all resources (DLO and Contractor) capacity with regards to workload and workflow. Much depends on scale of work - if Minor or Major works are required.
B3	Management and performance monitoring of Void Refurbishment Framework	Sean O'Donnell	Ongoing from April 23		Linked to B1 /B2 - Contractors Performance meetings set up for the next 12 months - to monitor target times, quality of work, capacity and general performance. All meetings will be minuted to evaluate and provide ongoing evidence of performance standards. JG & DK to provide Housing's experience /feedback to these meetings.
B4	Undertake stock condition surveys	Sean O'Donnell	Apr-24		Stock surveys commenced in October 2022 Undertaking stock condition surveys during inspections which will inform future work programmes Logging Attributes is essential to assist Allocations Team (stair lift, bathroom, access etc.)
B5	Full review of specification and standards in line with WHQS2 and Decarb	Sean O'Donnell	Awaiting WG information		Linked to A2. Piloting scheme in Mostyn. Team are refreshing all specs and standards, starting with rewiring. Changes will be forwarded to Jen and Dawn for feedback to improve existing specs. Ian's team reviewing Inspection schedule and what is being looked at, to meet Void standard

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Workforce					
C1	Secure additional posts to address current backlog	Sean O'Donnell	Sep-22		Recruitment of three additional Inspectors and an additional Team Leader - Completed
C2	Secure additional resource allocated to Void Inspections	Sean O'Donnell	Sep-22		Reallocated staff from Capital Works to support Void Delivery Team - Completed
C3	Develop new Allocations Process	Jen Griffiths	Ongoing		Housing Teams are attending Void operational meetings. SO'D explained they are working towards Inspecting all voids on the backlog, to inform Allocation Teams and identify any properties requiring significant investment.
C4	Provision of required training (HHSRS etc.)	Denise Price	Mar-23		It is critical that all team Leaders, Inspectors and Surveyors have the correct training and certification. Workforce Development Officer now in post and is prioritising training.
C5	Develop templates and guides	Sean O'Donnell	Mar-23		In line with A2 around WHQS2 To support Inspectors when undertaking inspections to identify work to achieve compliance Started to identify required templates to be reviewed again when information about WHQS2 is released from WG
C6	Develop additional resilience in the service	Sean O'Donnell HR	Mar-23		Ongoing discussions with HR and Finance regarding Assistant posts to increase resilience and develop career pathways.

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Oversight and reporting					
D1	Establish Void Management Group	Chief Officer Service Managers	Jan-22		Void management group established - to meet every 4 - 6 weeks to review and update action plan. Group representation includes all service managers to ensure connectivity across portfolio. - Ongoing since last January. Cabinet Member also in attendance.
D2	Develop and establish panel to prioritise demand	Sean O'Donnell Jen Griffiths Martin Cooil Dawn Kent	Ongoing		Group meets every month to identify priority voids for allocation of resource - Links to D1
D3	Further develop voids management information and performance measures	Sean O'Donnell Jen Griffiths	Mar-23		This will progress to inform targets / turnaround times once the new contractor are in place - Ongoing
D4	Undertake benchmarking against other local authorities	Denise Price Sean O'Donnell	Ongoing		Benchmarking undertaken August 2022: - Average void turnover across the UK ranges from 5%-11%. - Void backlog at the time of benchmarking equated to 2.9%; neighbouring Councils averaging similar void backlog percentages of 3.1% This will be looked at , taking into consideration what Wrexham and Denbighshire councils are doing. How to achieve Decarb, WHQS and compliance within budget constraints. As there should be no outstanding repairs when allocating a property, the focus will be on internals and any external work can be done once tenant has moved into their home. Targets to be reviewed if more work required at Void Stage.
D5	Void Management Group reporting to Housing Programme Board and Scrutiny	Void Management Group	Ongoing		Report to Scrutiny March 2023 - update will follow on from this meeting. SO'D would like to replicate SHARP process, that is to provide pack of everything, certificates etc. before handover. SO'D will discuss with support teams as producing packs etc. will impact on admin team. We'll work on this over next 6 months. SO'D
Compliance					
E1	Certification	Sean O'Donnell Jen Griffiths Denise Price	May 2023 and November 2023		All certificates to be made available for all new contracts including converted contracts and posted out accordingly. SO'D will liaise with all teams. JG highlighted that Renting Homes Wales Act was providing significant challenges re. certification Contract deadline is end of May, deadline for certificates is end of November