

REPORT TO:	Housing Improvement Board 17 th November 2022
SUBJECT:	Void Property Management Update
REPORT AUTHORS:	Tony Lewis – Voids Improvement Project Manager

This report provides an update on the improvement activities being undertaken.

1. Key Milestones

'As-is' review and issues identification	Complete
Good practice, benchmarking, resident aspiration and Scrutiny report review	Complete
Project infrastructure developed	Complete – improvement arrangements and governance in place
Phase 1 Improvement Action Plan development and implementation July – Dec 22	34 of 62 actions completed, overall progress 76%
Forensic review of cause and complexities (three months after project start date)	Complete – presented to HIB as part of this report
Resident Involvement in Improvement	In progress Resident representation and feedback arrangements being developed – see below. Target Dec 22
Resident influence on service delivery	Feedback and satisfaction arrangements being developed. Target Dec 22
Project Management Office review	In progress. Target Feb 23 Review of approach, action plan, performance, compliance, governance arrangements
Phase 2 Improvement Plan Jan 23 –TBC (indicative target Aug 23)	In progress – 46 good practice & aspirational targets identified
Review of project and progress – Feb 23	Not started

2. Key improvements achieved

- ✓ Realignment with expectations and process – enforcing four-week tenancy notice period, pre-allocations, pre-advertising and multiple viewings etc. (checking this is embedded will follow)

- ✓ Contractor issues improved – eight additional contractors added to the sole contractor, move from Price Per Void to Schedule of Rates etc.
- ✓ Extra care nominations and liaison process reconfigured for quicker allocations
- ✓ Quality of void works improved – specification, works in progress and signoff completed by Repairs Team
- ✓ End-to-end management introduced for better oversight
- ✓ Improvement in performance reporting and management information (with more planned).

3. Key improvements in progress

- ✓ Resident Engagement involvement and influence – see section 4 of this report.
- ✓ Performance reporting. Development of interim targets and performance on recent voids being developed to see if improvement activities are having the desired effect.
- ✓ Review of approach, performance reporting, compliance and governance by the Corporate Performance and Project Office.
- ✓ Investigation into Asset Base accuracy.
- ✓ Forensic review of actions, activities and complexities underway which will act as a risk and reference document and further inform the improvement plan
- ✓ Capturing and use of information on refusal rates, failures in quality, non-compliance with process and data management
- ✓ More detailed mapping of between phase activity and management of newbuild handovers
- ✓ Development of feasibility initiatives to reduce voids such as Step-Down accommodation, Placement in Principle before residential care, Young Adult Corridors, redesignating some housing and review of aged-restricted blocks
- ✓ Ensuring process can be fully built in NEC Northgate

4. Resident Involvement and influence

Approach being developed and includes:

- Resident Voids Champion, Les Parry, attendance at Operational Void Improvement Meetings, shadowing stages of the process and attendance at the Strategic Meeting with Cllrs and Corporate Director of Housing.
- Satisfaction surveying is being developed, Champion contributing to questions to be asked, which will lead to
- Void Focus Groups.
- Regular meetings between Champion and Project Manager.
- Information exchange and review of the risk register.
- Repairs are considering the Resident Scrutiny report on Lettable Standards.
- Prioritisation of the lettable standard review.

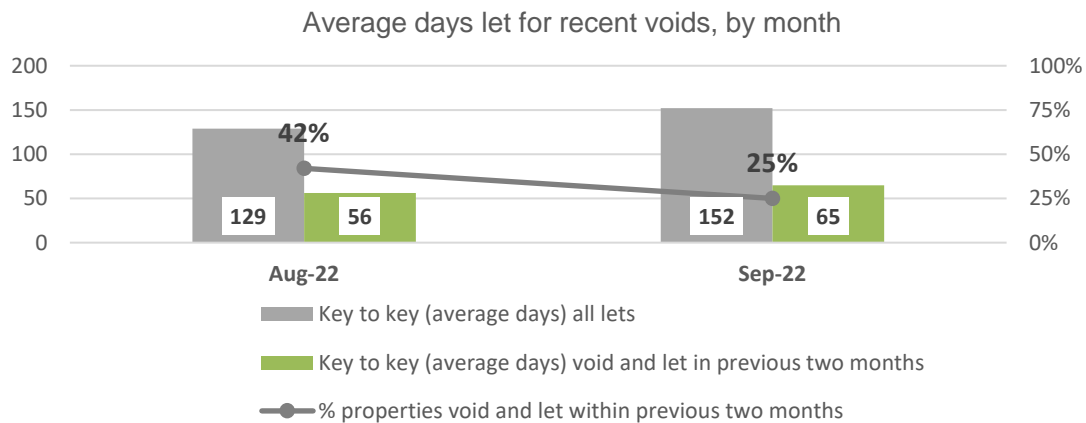
5. Recent performance

Total number of void properties

July 2022	333
August 2022	336
September 2022	312
October 2022	294

Monitoring of performance on properties that have recently become void has been introduced – this will give a clearer picture that the improvement activities are making a positive difference. It's beneficial to have two months information (to get higher numbers and avoid misleading statistics) so a start date of June has been selected - which preceded the main improvement activities.

Recent lets graph – showing comparison between average turnaround days for properties let since April 2022 and those becoming void since June 2022



Interim targets have been drafted and are being reviewed by the Corporate Performance Team and considered by the Strategic Void Improvement Group. The interim targets:

- Reduce number of voids from current 312 to 120 by the end of March 2023.
- Performance for more recent voids to better the London average of 68.5 days Oct – Dec and better the target of 40 days Jan – March 2023.