

Babergh Overview & Scrutiny Committee

21 May 2018



Void Improvement Project Update

The Void Improvement Project commenced in December 2017 to reduce void re-let times for 'Standard Voids' by 10 days. The Project Team has led on identifying and implementing areas for improvement. The embedding of the actions and new ways of working is now seeing the required improvement in performance.

Cllr. Gasper's presentation at March Scrutiny described well the situation and gave reassurance the Service Improvement Plan would bring about the required improvement in performance.

A highlight of actions completed in March and April include:

- 1) Recruitment of 2 professional leads within Tenancy Services. These posts will increase the operational management of void process within Tenancy Services.
- 2) 2 workshops with staff to create and document new agreed procedures and processes.
- 3) Recruitment and induction completed to the vacant BMBS Team Leader - increasing the operational management within the voids team.
- 4) Team meeting with BMBS Void Trades Team attended by the Assistant Director – Housing.
- 5) 2 additional external contractors to assist in reducing the backlog of voids.
- 6) Improved contractor performance for asbestos surveys and removal – now meeting expected target times
- 7) Staff focus group for acquisitions and new build handover. Reviewing learnings from recent examples to create new enhanced process and clarity of roles.
- 8) Improvements in the handling of customer allocation enquiries. Including introducing a joint email inbox to manage allocation enquires and customer updates.

Historical and Current Performance

The project commenced in December 2017 with performance at:

Table 1: BDC – Standard Voids - Average Time to Re-let:

	Monthly No. Of Voids Re-Let	Monthly Void Re-let Time (Days)	Cumulative Re-Let Time 2017/18 (Days)
November	7	41	42
December	14	71	45
January	11	53	46
February	8	49	46
March	14	44	46
March Including 15 New Build	29	23	42

Monthly performance peaked in December at 71 days to re-let, mainly due to the 2-week Christmas break. Since December, we have seen an improvement in monthly performance. In March, 15 new build properties were let, and

this further improves performance. The new build performance is shown separately to allow a fair comparison of historical monthly data.

Table 2: BDC – Total No. of Voids with BMBS to Repair.

Total No. of Voids to Repair	
December	99
January	103
February	75
March	96
April	65
2 nd May	57

Reducing the total number of voids with BMBS to repair is a key objective to improve the average re-let performance. Previously, the available resources were insufficient to match the demand to repair voids. The additional external contractors and revised working practices within the BMBS trades team is now consistently reducing the total number of voids in repair.

By achieving the reduction in total voids awaiting repair, sufficient BMBS trades team resource will be available to repair standard voids within 10-15 days and a re-let within 15-28 days on average.

This brief update will help Members understand and give reassurance on the progress. A further update will be issued in June.

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