

Babergh Overview & Scrutiny Committee

February 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 within 6 months.

The Project Team has led on identifying areas for improvement. Running in parallel, actions have been completed within the first 2 months to implement solutions.

A highlight of actions completed to date include:

- 1) Project Management Plan with supporting documentation i.e. risk map, issue log etc.
- 2) Focus Groups with staff
- 3) Employee Survey to understand what works well and areas for improvement
- 4) Resident survey from recent re-lets to understand the resident's perspective
- 5) Interim cover to the vacant team leader post in BMBS
- 6) Successful recruitment campaign to the vacant team leader post, (applicant estimated to start in February)

Information gathering has formed the first draft of a Service Improvement Plan (SIP). Scrutiny will be updated on the SIP and the actions taken later in the project. At the time of writing, Cllr Gasper shadowed staff on Monday 29th January and will have seen first-hand the work being undertaken.

It is important to acknowledge the project team has identified multiple actions to address the current c120 voids undergoing repair. I am pleased the report actions are happening now to improve resources and the efficiency of operations to enable these properties to be let. When the properties are let, this will regrettably impact negatively on the current void time statistics.

Voids coming empty during February and March will follow a new revised process and I am confident these will be repaired and re-let in a substantially reduced time.

Historical and Current Performance

Table 1: BDC - Average Time to Re-let.

Year	All Properties	Major Works	Minor Works	Standard Works
2015/16	43	148	49	31
2016/17	29	140	33	27
2017/18 quarter 1	44	63	57	41
2017/18 quarter 3	50	99 (7 properties)	57 (32 properties)	45 (112 properties)

The current c120 voids currently open will continue to impact negatively on the performance reported until they are let. Members should expect to see a further small increase in re-let times during February and March. Thereafter the new ways of working being implemented now will reduce void re-let from April onwards.

This brief update will help Members understand and give reassurance on the progress. A further update will be issued in March and full details will be reported in the Scrutiny paper due June/July 2018.

Justin King - Interim Consultant on behalf of Void Improvement Project Team