

**VOIDS TRANSFORMATION ACTION PLAN**

<b>Aim:</b>	<b>To maximise occupation of housing stock by improving void property management</b>				
<b>Objective:</b>	<b>Performance Management, Quality Assurance and Systems</b>				
<b>Ref</b>	<b>Action</b>	<b>Owner</b>	<b>Timescale</b>	<b>Target/Outcome</b>	<b>Status/Comments</b>
1a	Commission independent analysis of void property management processes and performance	M. Smith	Ongoing and to complete by 16 November 2015	<ul style="list-style-type: none"> <li>Analytical report supporting an evidence base for strategic and tactical planning</li> </ul>	<ul style="list-style-type: none"> <li>High level analysis complete to inform strategic action plan</li> <li>Deeper analysis based on high level analysis findings ongoing</li> </ul>
1b	Monthly multi-service performance and weekly tactical and coordinating multi-service group	N.Carnegie M.Smith	October 2015	<ul style="list-style-type: none"> <li>Continuous improvement</li> <li>Joint governance and accountability</li> <li>Prioritisation and targeting of resources</li> </ul>	<ul style="list-style-type: none"> <li>Implemented October 2015</li> </ul>
1c	Use systematic analysis to inform strategic and tactical planning	S. McLeod	November 2015	<ul style="list-style-type: none"> <li>Weekly and monthly analytical reports</li> </ul>	<ul style="list-style-type: none"> <li>Dependency of recruitment</li> </ul>
1d	Implement quality assurance system	N.Carnegie	January 2016	<ul style="list-style-type: none"> <li>10% check on integrity of systems</li> </ul>	<ul style="list-style-type: none"> <li>Senior Service Managers to develop approach</li> </ul>

1e	Explore integration of housing management and property management ICT systems	M. Smith	Review complete by January 2016	<ul style="list-style-type: none"> <li>Data sharing</li> <li>Ease of access</li> <li>Resource savings</li> </ul>	<ul style="list-style-type: none"> <li>Meeting to be arranged after October break with Systems Managers</li> </ul>
1f	Develop mobile technology to enable input of repairs in real time	K.Walker	January 2016	<ul style="list-style-type: none"> <li>Streamline process</li> <li>Faster void turnaround</li> </ul>	<ul style="list-style-type: none"> <li>Pilot being undertaken with scheme inspectors.</li> </ul>
<b>Objective</b>	<b>Staffing structures and development</b>				
<b>Ref</b>	<b>Action</b>	<b>Owner</b>	<b>Timescale</b>	<b>Target/Outcome</b>	<b>Status/Comments</b>
2a	Re-organisation of building service to establish specialist void property management teams	G. Williamson	November 2015	<ul style="list-style-type: none"> <li>Achievement of void property repair completion target timescales</li> </ul>	<ul style="list-style-type: none"> <li>Re-organisation complete and recruitment for four team leaders to be complete by November.</li> </ul>
2b	Employee development and training	M.Smith	Ongoing	<ul style="list-style-type: none"> <li>Familiarisation with new processes</li> <li>Tailored approach</li> </ul>	<ul style="list-style-type: none"> <li>Link with wider housing management training needs analysis</li> </ul>
<b>Objective</b>	<b>Pre-Terminations</b>				
<b>Ref</b>	<b>Action</b>	<b>Owner</b>	<b>Timescale</b>	<b>Target/Outcome</b>	<b>Status/Comments</b>
3a	Pre-termination property inspection undertaken jointly by housing management and building services	M.Smith K.Walker	October 2015	<ul style="list-style-type: none"> <li>50% of all non-transfer terminations</li> <li>Earlier identification/completion of work within notice period</li> <li>Reduce recharge 3bappeals</li> </ul>	<ul style="list-style-type: none"> <li>Implemented October 2015</li> </ul>
3b	Pre-offer property inspection (standards) undertaken jointly by housing	M.Smith K.Walker	October 2015	<ul style="list-style-type: none"> <li>100% completion of standards visits</li> <li>Completion of</li> </ul>	<ul style="list-style-type: none"> <li>Implemented October 2015</li> </ul>

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	management and building services			<ul style="list-style-type: none"> <li>technical assessment for transfers</li> <li>Established framework to increase habitability</li> <li>Mitigate against return of poor conditioned properties</li> <li>Reduce recharge appeals</li> </ul>	
3c	Completion of property elements checklist at notice of termination	M. Smith	October 2015	<ul style="list-style-type: none"> <li>100% completion</li> <li>Speed up letting process</li> </ul>	<ul style="list-style-type: none"> <li>Implemented October 2015</li> </ul>
3d	Implement revised Letting Standard	M.Smith K.Walker	2/11/15	<ul style="list-style-type: none"> <li>70 % Completion of repairs within void path target</li> <li>80 % target re satisfaction of property at moving in</li> </ul>	<ul style="list-style-type: none"> <li>Revision of procedure dependent on committee decision</li> </ul>
3e	Undertake major SHQS work following commencement of new tenancy	M.Smith K.Walker	2/11/15	<ul style="list-style-type: none"> <li>Schedule and complete within 1st 4 weeks of tenancy</li> <li>Speed up letting process</li> </ul>	<ul style="list-style-type: none"> <li>Revision of procedure dependent on committee decision</li> </ul>
<b>Objective:</b>	<b>Lettings</b>				
<b>Ref</b>	<b>Action</b>	<b>Owner</b>	<b>Timescale</b>	<b>Target/Outcome</b>	<b>Status/Comments</b>
4a	Choice Based Lettings Pilot	E.Thomas	21/9/15	<ul style="list-style-type: none"> <li>Simplified approach</li> <li>Speed up decision making process</li> </ul>	<ul style="list-style-type: none"> <li>Pilot showing potential success with option of committee report to ratify approach</li> </ul>
4b	Reduce eligibility Criteria for letting low demand	E.Thomas	September 2015	<ul style="list-style-type: none"> <li>Simplified approach</li> <li>20 low demand</li> </ul>	<ul style="list-style-type: none"> <li>Implemented 14/9/15</li> </ul>

	Sheltered & Amenity properties			properties let	
4c	Review system for Occupational Therapy referrals	M.Smith E.Thomas E.Smart	November 2015	<ul style="list-style-type: none"> <li>Review resource</li> <li>Simplified approach</li> <li>Speed up decision making process</li> </ul>	<ul style="list-style-type: none"> <li>OT co-located within Housing Advice and assessments no longer required if only for level access showers</li> </ul>
4d	Pre-Offer Initiative	E.Thomas	3/8/15	<ul style="list-style-type: none"> <li>Validation of application details</li> <li>Reduce refusal rates</li> <li>Speed up decision making process</li> <li>Maximising individual house discretions</li> </ul>	<ul style="list-style-type: none"> <li>Implemented August 2015 and will be further enhanced with link to annual re-registration</li> </ul>
4e	Allocation of low demand Sheltered properties to Key Worker (Care Services)	D.Urquhart E.Thomas M.Smith	November 2015	<ul style="list-style-type: none"> <li>Allocation of long term voids</li> </ul>	<ul style="list-style-type: none"> <li>Paper to go to Health &amp; Care Joint Board in October outlining proposals</li> </ul>
4f	Develop a strategy for very low demand sheltered and amenity housing	N.Carnegie	March 2016	<ul style="list-style-type: none"> <li>High level analysis commissioned</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
4g	Housing for Varying Needs actions	G.Souter	March 2016	<ul style="list-style-type: none"> <li>Transitional phase in place</li> </ul>	<ul style="list-style-type: none"> <li>Report to committee end of financial year outlining further proposals</li> </ul>