



Voids and WHQS

Team Plan 2015/16

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Service Plan: Housing and Building Services
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Contents

Team Overview.....	3
Our Contribution to Service Plan priorities 2014/15	4
Our Team Plan 2015/16.....	5

Team Overview – Voids and WHQS

Voids and WHQS team undertakes a number of key roles for the Council. The team provides a first class service to our client and customer by delivering a high quality standard of workmanship in a timely manner with an understanding of the customer's needs.

The Team's broad functions are:

- To ensure all WHQS and void properties are returned on time
- To provide a cost effective services
- To facilitate and manage social services and housing adaptations
- To provide technical expertise to our client
- To upgrade void properties to WHQS standards
- To prepare properties for letting to the best standards whilst maintaining and controlling the clients budgets.

Our Contribution to Service Plan priorities 2014/15

Our contribution to the Service Plan priorities last year:

- By returning voids properties in as quickly as possible time with a high standard of workmanship this has enabled our client to re-let the void quicker than previous years. This has reduced the overall number of days properties are void and increased revenue and also delivering a value for money service to our client. (Service objective 1 corporate priority H13PI).
- We have contributed to reducing the number of days to complete the homeless landlord safety checks and minor works by returning properties in less than 4 working days. (Service objective 5)
- We completed all WHQS works to sheltered accommodation in March 2015 ahead of the schedule date of 2016.
- Our average quality score for WHQS voids in 2014/15 was 9.29% with 85.46% of properties being returned on time. (Service objective 7)
- We have designed, project managed and delivered large refurbishment projects to two sheltered units within the Vales housing stock.

Our Team Plan 2015/16

Service Outcome 1:		Everyone has a home that they can afford that meets their needs.						
Objective 1:		To be an excellent landlord in terms of housing and asset management services.						
Ref.	During 2015-16 we plan to:	Success Criteria/ Outcomes we'll achieve from this action are:	High, Medium or Low priority	Officer responsible for achieving this action	Start date	Finish date	How will the work be resourced?	Progress
HS/A078 H7	Deliver the Council House Improvement Programme to bring the housing stock to a modern internal standard and good structural condition and achieve the WHQS.	Achievement of WHQS.	High	Andrew Treweek	April 2015	March 2016 (work completion targeted to 2017)	Property Services team will manage the project. (Approximately 8 FTEs) With support from the Asset Team and Tenant Liaison Service (Approximately 6 FTEs).	
	Upgrading properties to WHQS standards by installing new kitchens bathrooms gas central heating and re-wires.	What is the success criteria for this action?	High	Mike Delvin	<i>April 2015</i>	<i>March 2016</i>	In house FLS possible use of agency staff & external contractors will be used to achieve this action?	

Service Outcome 2:		Every customer is highly satisfied with the services we directly provide (Relates to non-housing services)						
Objective 7:		To deliver customer-focussed, cost-effective services.						
Ref.	During 2015-16 we plan to:	Success Criteria/ Outcomes we'll achieve from this action are:	High, Medium or Low priority	Officer responsible for achieving this action	Start date	Finish date	How will the work be resourced?	Progress
HS/A125 H13	Review the Building Maintenance service as part Tranche 1 of the Council's Reshaping Services change programme.	We identify and deliver cash savings to support the delivery of the Reshaping Services agenda and facilitate new ways of working.	High	Hayley Selway	April 2015	March 2016	Project team will support delivery. Officer time/support from the Directorate.	
	Contribute to the review of the Building Maintenance service as part of Tranche 1 of the Reshaping Services programme. This will be achieved by: <ul style="list-style-type: none"> • Being cost conscious in all decision making. • Consistently drive down costs. • Actively improve team efficiency through tighter resourcing. • Monitoring staffing levels and improve project management skills within the 	Identify and deliver cash savings within the team. Maintain a skilled workforce. Maintain high levels of quality for our customers.	High	Mike Delvin	April 2015	March 2016	Void Management Team	

	team.							
HS/A110	Seek out best practice in terms of internal service provision and commerciality.	Adopting best practice principles to improve services to internal clients.	Medium	Andrew Treweek	January 2016	March 2016	OM to lead with senior management support.	
(HS/A110) 1a	To improve efficiency, effective management and user friendly processes	Better working relationship with our clients Properties returned within target times. Reducing the amount of time properties take to re-let – keys in – keys out.	High	Mike Delvin	April 2015	March 2016	Voids Management Team	
1b	Have regular weekly meetings with our Housing Dept.,	To provide the Housing Department with regularly updated progress reports	High	Mike	April 2015	March 2016	Void Management Team	
1c	To share problems within the team, discuss issues and difficulties with “no blame” and to arrive at prompt solutions.	To create an open team approach and to motivate the team. Less miscommunication Building a better team ethos improving morale and the whole working environment	High	Mike Delvin	April 2015	March 2016	Voids Management Team	
1d	To deliver what is promised and to deliver it on time and to an unassailable quality	For all staff to take pride in their work and gain a feeling of self-worth To improve the end product for the client	High	Mike Delvin	April 2015	March 2016	Voids Management Team	
1e	To be “cost conscious”	More fluid use of men &	High	Mike Delvin	April	March	Voids Management	

	in all decision making	materials. Right first time approach and reduced wastage of materials.			2015	2016	Team	
1f	To consistently drive down costs	Smarter ways of working and keeping overheads to a minimum	High	Mike Delvin	April 2015	March 2016	Voids Management Team	
1g	To behave with integrity, probity and openness in all aspects of the contract	A transparent way of working and provide a seamless service for our customers.	High	Mike Delvin	April 2015	March 2016	Voids Management Team	
1h	To actively improve team efficiency by tighter resourcing and planning	Further reduce on site time	High	Mike Delvin	April 2015	March 2015	Voids Management Team	
2a	Maintain quarterly 1-2-1 meetings with front line staff	Front Line Staff can share their concerns and discuss effective ways to overcome any problems Higher morale and greater input from staff	High	Mike Delvin, John Tierney, Brett Rimell	April 2015	March 2016	Voids Management Team	
2b	Monthly office based team meetings.	Encourage team members to express any work related issues and how these may be overcome. Discuss "Smarter" ways of working	High	Mike Delvin	April 2015	March 2016	Voids Management Team	
2c	Maintain monthly meetings for front line staff	Front line staff are updated on new developments and possible new avenues of work.	High	Mike Delvin	April 2015	March 2016	Voids Management Team	

		To encourage front line staff to participate						
2d	Increase project management skills	Improve the skills within the team to enable more efficient target delivery	High	Mike Delvin	April 2015	March 2016	Void Management Team	
2e	Monitor staffing levels	Ensure correct level of trades available to respond	High	Mike Delvin	April 2015	March 2016	Void Management Team	
3a (HS/A110)	To constantly improve customer and client perception and expectation	Control and monitoring procedures To ultimately achieve a better than 90% average in terms of "In Time" returns	High	Mike Delvin, John Tierney, Brett Rimell	April 2015	March 2016	Void Management Team	
3b (HS/A110)	To consistently improve KPI statistics by stringent "Quality Control"	With the ultimate aim of achieving a 9+ average score for quality of work on the handover sheets	High	Mike Delvin	April 2015	March 2016	Void Management Team	
3c (HS/A110)	Strive to deliver Best Value in all aspects of Void Property Management by the strict implementation of financial control.	To achieve a better than 97% agreed final account settlement.	High	Mike Delvin	April 2015	March 2016	Void Management Team	