

# APSE Solutions



## Winter Readiness Do you have a plan?

Colin McInnes, August 2018



# Definition

Readiness:

**“the state of being ready or prepared, as for use or action”**



How do you plan for winter?

# Which planning tool do you use?



- Go outside to check the weather
- Use previous years information
- Calculated guess with no detailed plans
- Let someone else do it and hope for the best!

or

Develop an organised, comprehensive & managed  
winter readiness plan

Therefore,



Do you have a plan to manage your service through winter?



# **Let's consider a Winter Readiness Plan**

# Planning Process



# Develop / Compile Plan



- What are the Risks?
- Communications Plan
- Workforce Planning
- Business Continuity Plan
- Resilience Plan
- Financial Contingencies
- Mutual Aid arrangements



# Agree / Set Plan



- Check plan meets all Corporate / Local Objectives.
- Agree Priorities.
- What do you need to do?
- Agree Roles & Responsibilities.
- Agree processes.
- Communicate plan to all.
- Involve your team!



# Implement / Use

- Brief staff on contents of plan
- Discuss targets and limitations
- Identify pressures and constraints
- Test the plan
- Set out monitoring process
- Ensure Information is accurately recorded

# Monitoring



- Appropriate Checks & Balances
- Measure performance against plan / targets
- Regular reviews with Staff
- Ensure suitable Management Information available
- Accurate Reporting
- Accountability of Staff



# Manage

- Always know where you are
- Review & Regular updates of plan
- Decision Making – when action is needed
- Manage Risks
- Take Corrective Action, if required
- Communicate changes
- Have a contingency!

# Review / Report



- Analyse effectiveness of winter readiness plan
- Identify gaps in processes
- Use results to inform future planning process
- Communicate findings to staff
- **Use the results, Don't ignore them!**

Therefore,



Do you have or are you happy with your  
current plan?



# Example

## Void Properties

- What would you do or consider?
  - Isolate water supplies
  - Drain down systems - heating & plumbing
  - Notify Landlord of current voids
  - Target properties for quick turnaround to let



# Historical Problems

- Being caught short!
- Lack of effective planning
- Risks not managed
- Lack of resources
- Inadequate Transport / logistics
- Minimal Communications
- Inflexibility of staff

*Has this position changed?*



# Some Considerations for Managers



- Plan Effectively (Full cycle)
- Develop Risk Matrix
- Test Plan
- Introduce Adequate Control measures
- Monitoring Regularly – checks and balances
- Communication Protocols
- Take Corrective Action Early and monitor impact
- Use information effectively

# Winter Issues relating to Building Maintenance



- Understand your Business!
- Know where the pressures/problems will come from.
- Break it down into specific areas:
  - Repairs
  - Planned Servicing
  - Emergency / Callouts
  - Voids
  - Planned Maintenance
  - Transport
  - Sub contractors
  - Suppliers

# Be Aware of Pressures!



- Poor / ineffective planning
- Deviating from Plan
- Lack of monitoring – Checks & Balances
- Customer / Service Demands
- Political pressures
- Unforeseen Costs
- Emergency situations
- Extreme Weather : The Beast from the East!!!



# Risks

- Ineffective planning
- Health & Safety
- Reputational
- Day2Day Service Delivery
- Business Continuity
- Lack of Contingencies
- Financial e.g. Overspending

# Summary



Fail to plan , plan to fail!



Any Questions?

**LOCAL SERVICES**

**LOCAL SOLUTIONS**



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