

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!

<u>Or</u>

Develop an organised, comprehensive & managed winter readiness plan

Therefore,



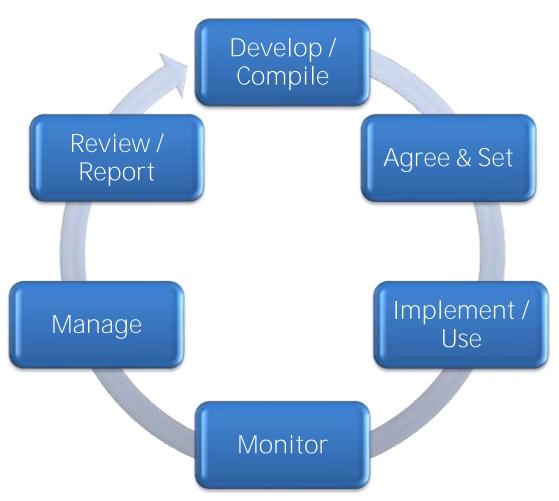
Do you have a <u>plan</u> to manage your service through winter?



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





- 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!!!





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

Summary



Fail to <u>plan</u>, <u>plan</u> to fail!



Any Questions?

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