

Stonemasons

Electricians

**Slaters**

Achievement

Ambition Knowledge

# Fife Council

Attendance

Skills

**VOIDS TURNKEY PROJECT**

Numbers

Learning

**Roughcasters**

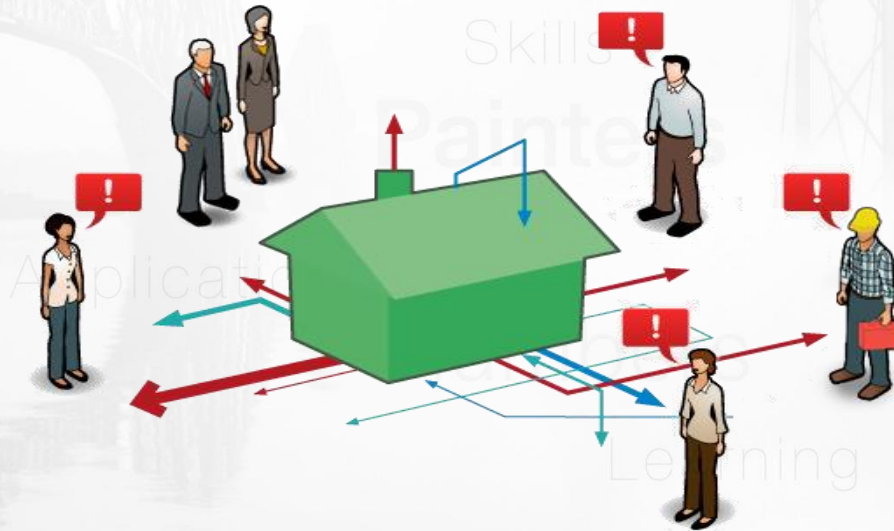
Attitude

# Fife Council

- 3rd largest authority in Scotland
- Over 30,000 houses
- Turnover 2500 voids per year
- Varied demographic

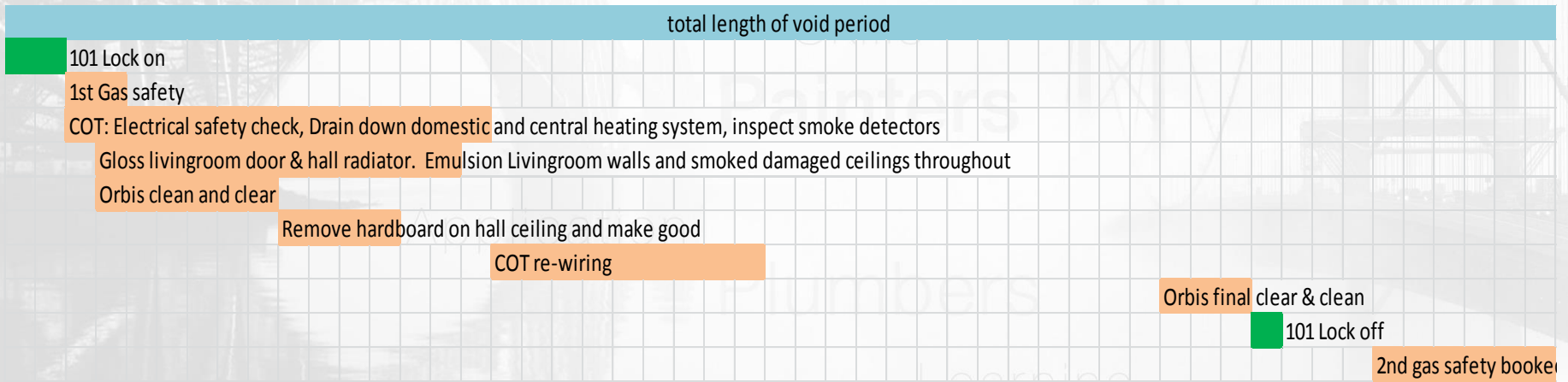
# Our Journey

“To simplify and significantly improve the turnaround in void properties in life”



# Current Problems

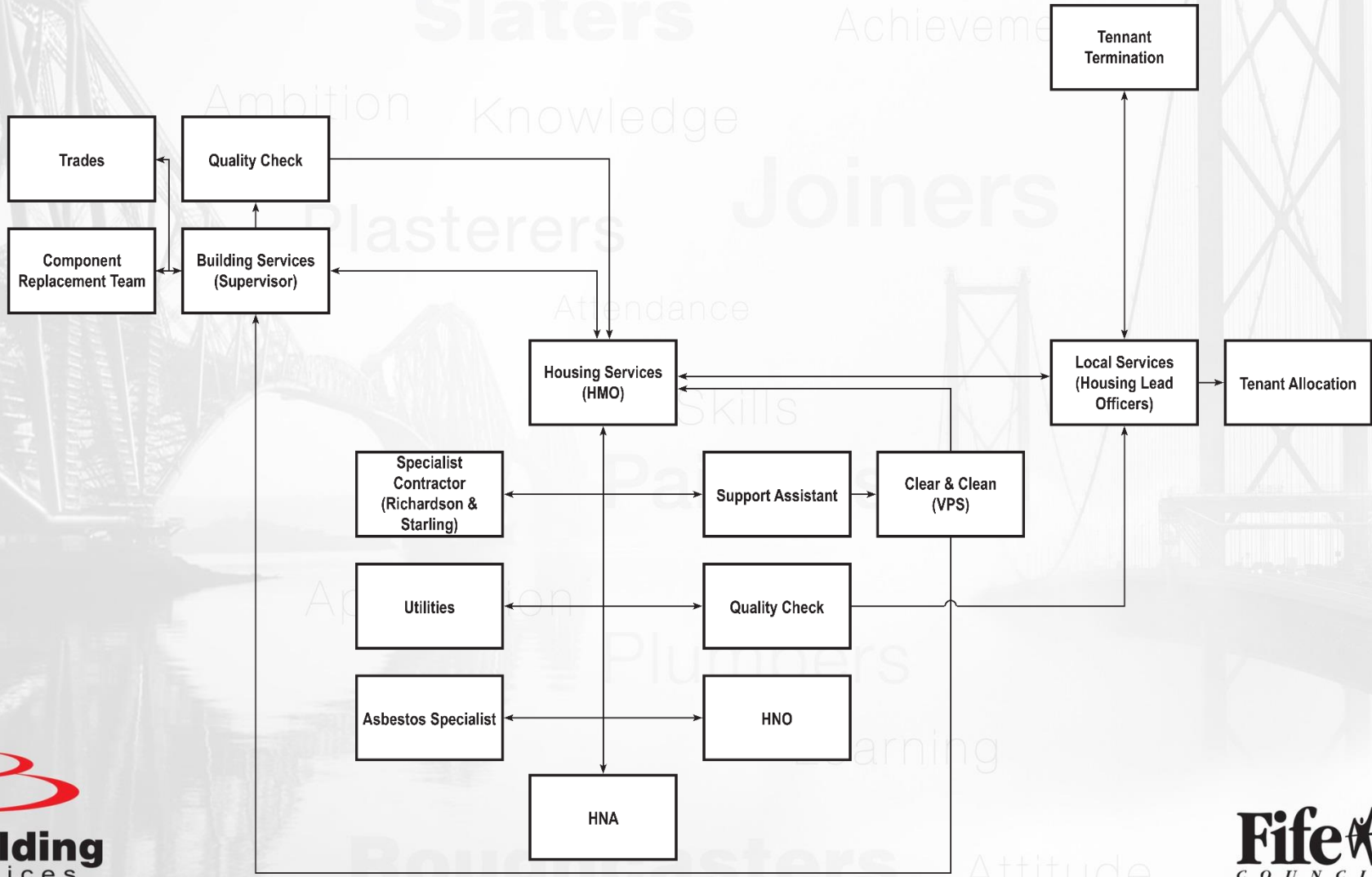
- Utilities
- Gaps appear with cross service processes
- White space



# Key Objectives

- Set a robust target to get Fife into top quartile
- Reduce rent loss and long term voids
- Lean out void process and procedure
- Foster a culture of performance among all stakeholders
- Improve the customer journey

# Old Process



# What is Turnkey?

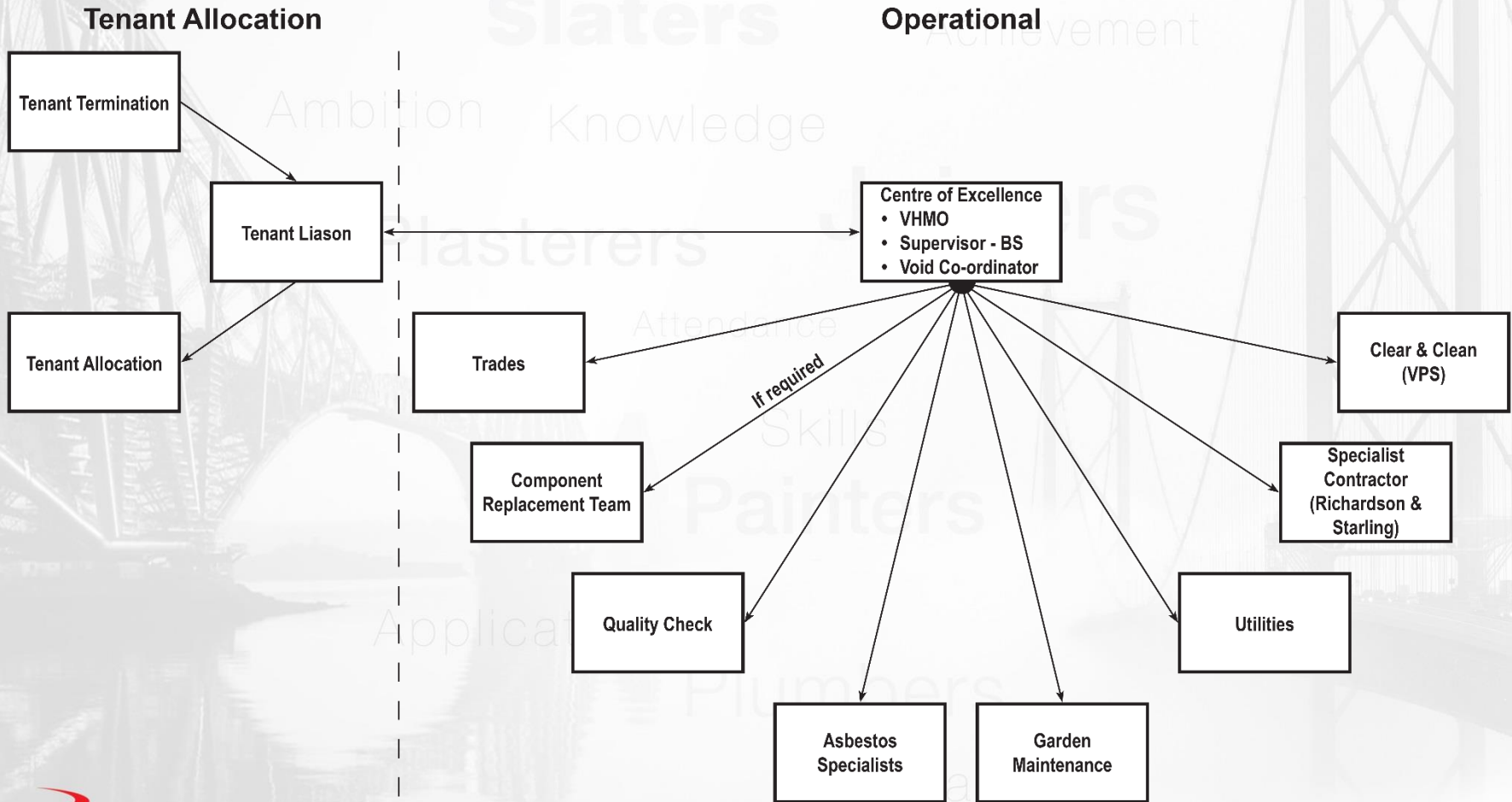
## Focus of Turnkey Model processes were:

- Pre Exit
- COT Works
- Post COT Works
- Tenancy Agreements

## Key Stakeholders

- Housing Management Officers
- Support assistants
- Housing Access officers
- Building Services Supervisors

# Proposed Process





# Improvements Achieved

## What have been the benefits to organisation?

- We have reduced the number of our long term voids
- Reduced rent loss by £318,000
- Improved Void performance
- Weekly Void Management meetings being held
- Strong governance

## What have been the benefits to the individuals?

- Voids supervision and support staff working in the same location
- Team working through workshops
- Complex void processes have been simplified,
- A performance culture

# Challenges Overcome

## Challenges:

- Housing services going through major restructure
- Back office staff structure
- Working to tight timescales
- Overcoming resistance to change
- Overcoming IT challenges
- Relocation of Support Assistants
- Changing our energy provider
- Getting our Electricians trained to fit smart meters

## We achieved this by:

- Changing how the team worked
- Removing wasted steps
- Building trust - shared goals
- Improving the monitoring and scrutiny
- Giving staff the autonomy to get on with the job

# Staff Feedback

What had the biggest impact on improvement?

They told us:

- Working as a team to overcome issues
- The staff, and a bright, buoyant new way to work
- Clear route which lets people take ownership

# Outcomes, future targets & goals

- 47 to 25.9 days working towards 21 days
- Further reduction in long term voids and rent loss
- Continue to improve the customer journey
- 8 HMO's able to be removed from process

Stonemasons Electricians

# Questions

Slaters

Achievement

Ambition Knowledge

Plasterers

Joiners



Application

Skills

Painters

Members

Learning

Roughcasters

Attitude