

**Communities and Housing Overview and Scrutiny Committee  
 Voids Management Update  
 Reporting period: September 2023**

<b>Key figures</b>			<b>M</b>	<b>A</b>	<b>M</b>	<b>J</b>	<b>J</b>	<b>A</b>	<b>S</b>
Number of new void properties in reporting period			26	24	25	28	20	20	26
Number of properties completed ready for allocation			23	18	30	30	39	33	28
Breakdown of total void figures	Housing Assets	Major voids	129	137	132	142	134	107	101
		Minor voids	57	50	52	60	53	45	34
		TBC	73	81	79	59	55	82	97
	Housing Management	Demand	158	173	169	171	165	153	129
		Low demand	93	90	92	90	77	79	101
		TBC	8	5	2	0	0	2	2
Property Type	General Needs		118	125	120	122	109	113	120
	Sheltered		141	143	143	139	133	121	112
Property Type	1 bed		87	89	90	91	87	77	72
	2 bed		99	100	98	96	92	89	91
	3 bed		70	76	71	69	57	61	63
	4 bed		2	2	3	4	5	6	5
	4 bed plus		1	1	1	1	1	1	1
Capital District Areas	Buckley		23	26	26	29	25	26	24
	C'Quay & Shotton		56	61	62	60	58	57	54
	Deeside & Saltney		33	35	34	31	32	33	34
	Flint		57	53	54	51	49	43	45
	Holywell		59	61	56	55	47	48	49
	Mold		31	32	31	35	31	27	26
Total voids			259	268	263	261	242	234	232

<p><b>Key activity against void action plan</b></p>
<p><i>Bullet point list of activity against action plan in reporting period</i></p> <p>B3 - Management and performance monitoring of Void Refurbishment Framework</p> <ul style="list-style-type: none"> <li>• Allocation of work to newly commissioned contractors in line with their capacity to deliver</li> <li>• Progress meetings scheduled over the next 12 months to monitor performance and quality</li> <li>• Contractors Performance meetings set up for the next 12 months - to monitor target times, quality of work, capacity, and general performance.</li> <li>• All meetings will be recorded to evaluate and provide ongoing evidence of performance standards.</li> </ul>
<p><b>Next steps</b></p>
<p><i>Bullet point list of activity planned against action plan in next reporting period</i></p> <p>D4 – Undertake benchmarking against other local authorities</p> <ul style="list-style-type: none"> <li>• Commence with contacting local authorities</li> <li>• Ascertain different void standards and categories</li> </ul>
<p><b>Any other information</b></p>
<p><i>Provision of other information to Overview and Scrutiny Committee</i></p> <p><i>Allocated Budget for this year:</i></p> <ul style="list-style-type: none"> <li>• £4.6m Overall Total Voids Budget</li> </ul> <p><i>Void properties require major investment:</i></p> <ul style="list-style-type: none"> <li>• Approximately 70%</li> </ul> <p><i>Top reasons for terminations:</i></p> <ul style="list-style-type: none"> <li>• <i>September</i> <ul style="list-style-type: none"> <li>○ Deceased (6)</li> <li>○ Transfer to FCC property (5)</li> <li>○ Residential Care (3)</li> </ul> </li> </ul> <p><b><u>In-house DLO Team - Work Allocation</u></b></p> <p><i>Number of operatives within the DLO team</i></p> <ul style="list-style-type: none"> <li>• 32 operatives (working on approximately 25-30 Voids)</li> </ul> <p><i>Number of Team Leaders who manage the DLO</i></p> <ul style="list-style-type: none"> <li>• 2 Team Leaders</li> </ul> <p><b><u>Contractor - Work Allocation</u></b></p> <p><i>Number of Contractors</i></p> <ul style="list-style-type: none"> <li>• 6 Contractors (working on approximately 50 Voids)</li> </ul> <p><i>Number of Team Leaders who manage contractors</i></p> <ul style="list-style-type: none"> <li>• 2 Team Leaders</li> </ul> <p><i>Number of Capital Works Surveyors who manage contractors</i></p> <ul style="list-style-type: none"> <li>• 2 Surveyors</li> </ul>