

Newlon Scrutiny Panel Improvement Plan 2

for the recommendations about empty homes (voids) and setting up rent accounts

Scrutiny Panel Recommendations from 19/5/15	Action taken	corporate objective	Lead officer	Target date	Completion date
Improving the turn around time for empty homes and value for money of repairs work					
<p>Recommendation 1:</p> <p>That Newlon consider using its own surveyors/staff to inspect and specify the works required for all empty homes (voids) prior to contractors attending.</p> <p>Reason for recommendation 1:</p> <p>The Scrutiny Panel recommended this to improve the turn around time for empty homes and assist in meeting the performance targets for this. Also for better VFM (Value for Money), to ensure that any works ordered to Newlon and the cost of these are fair and accurate.</p>	<p>This was discussed at Residents Services Committee in June 2015 and was not agreed although the Committee noted that Wates will be monitored more closely in future. Reasons given by MN attending RSC not to implement the recommendation were:</p> <ul style="list-style-type: none"> • having a dedicated person to inspect all voids has been built into the Wates contract to speed the process up • Wates are turning around voids in other organisations very fast • Employing another staff member would be more costly than void losses • Newlon inspect all voids after works & there are high penalties for over charging <p>NOTE: Voids performance for Housing & Property Services to the end of February 2016 is included in the Performance Dashboards for the Panel meeting on 27/4/16.</p>	Improve repairs performance (2015/16)	Mark Newstead (MN)	Not set	

Scrutiny Panel Recommendations from 19/5/15	Action taken	corporate objective	Lead officer	Target date	Completion date
Improving the length of time it takes to set up a rent account.					
<p>Recommendation 2:</p> <p>That Newlon considers ways to improve its performance on the average number of working days to set up a Rent Account and report back on these to the Panel.</p> <p>Reason for recommendation 2:</p> <p>The Scrutiny Panel recommended this as the performance at the time was poor and could be easily rectified. The Panel was also concerned about the impact it has on residents who may get into rent arrears as a result when setting up a rent account takes too long.</p>	<p>NOTE: since the Scrutiny Panel looked at the setting up of new rent accounts, the Business Improvement Manager has confirmed that the KPI for rent accounts is no longer reported.</p> <p>Peter Morina - Since the end of October 2015 we have introduced a small change to improve the time it takes to create tenancies on Orchard, our database for tenancy information. The lettings team now updates the sign up survey the same day as the new tenants sign up with Newlon, which is usually done ahead of the tenancy start date. Then on every Tuesday all the previous week's sign ups are collated together for checks by the team leader or Head of Housing. These checks are carried out to identify any potential fraud.</p> <p>Following this the list is forwarded to rent queries for uploading onto Orchard. This has ensured that all the sign ups are created on Orchard earlier than previously. There is CRM development under way which may bring forth further improvements to the way we create our tenancies on the systems we use.</p>	Increase resident satisfaction (2015/16)	Peter Morina & Jane Eastman	Not set	

